

C.1 STATEMENT OF WORK.

The Contractor shall furnish all necessary management, supervision, labor, materials, supplies, and equipment (except as otherwise specified), and shall plan, schedule, coordinate, and assure effective performance of janitorial and related custodial services at the Main Interior Building (MIB) located at 1849 C Street, NW, Washington, DC, and the South Interior Building (SIB) located at 1951 Constitution Avenue, NW, Washington, DC. Additionally, the Contractor is responsible for implementing an approved Cleaning Operations and Stewardship Plan for the MIB and SIB.

The buildings and building areas to be serviced are described in Attachment 1. The figures described therein are approximate estimates of building statistical data, and the Contractor is thus not relieved of the responsibility for verifying dimensions and quantities.

C.2 WORK TIME/HOURS OF DUTY.

With the exception of rest-room servicing; stairwell, elevator, and floor maintenance; snow and/or ice removal; grounds maintenance; orders for additional services on an emergency basis; and certain other areas (e.g., executive space, map store, MIB auditorium, conference rooms, Credit Union, Health Unit, etc.) which are addressed elsewhere herein, all work under this contract shall be performed between the hours of 7:00 a.m. and 5:00 p.m. on Government work days.

C.3 SUPPLIES, MATERIALS, EQUIPMENT, AND UTILITIES.

1. **Government-Furnished Property and Services.** The Government will provide the Contractor with the following items:

- a. Within the capability of existing building systems, electrical power at existing outlets for the Contractor to operate such equipment as is necessary in the performance of this work.
- b. Hot and cold water as necessary for the Contractor to perform its requirements herein and limited to the normal water supply provided in the building. No special or additional heating or cooling of the water will be provided.
- c. Space within the building commensurate with the Contractor's personnel complement and operational requirements including locker rooms, if available. Any existing equipment within the space assigned to the Contractor such as clothes lockers, tables, benches, chairs, etc., placed in the building by the Government may be used by the Contractor during the term of the contract provided written authorization is received in advance from the Contracting Officer's Technical Representative (COTR). This space and equipment must be kept neat and clean and, within reason and excepting the results of normal wear and/or use, returned to the Government at the expiration of the contract in the same condition as at the beginning of its use.

C.3 SUPPLIES, MATERIALS, EQUIPMENT, AND UTILITIES. (CONTINUED)

d. A limited amount of storage space in the building for an inventory of supplies and equipment. The Contractor shall maintain this space in a neat, clean, and orderly condition. The Government will not be responsible for any damage or loss to the Contractor's stored supplies, materials, or equipment.

e. Janitors' closets (with utility sinks), where available, at various points throughout the building for storing equipment including mops, brooms, dust cloths, and other custodial items. These closets and any equipment stored therein shall be kept clean and orderly by the Contractor. The closet doors shall be kept closed and the light(s) turned off when not in use.

f. Space in the building, furniture, and furnishings (to include a telephone for restricted use) for a supervisor's office to be used only for official business in the performance of this contract. Telephones supplied by the Government are to be used only for communications within or between the buildings. Government property will not be used in any manner for any personal advantage, business gain, or other personal endeavor by the Contractor or its employees. If desired, the Contractor shall arrange with the telephone company for the installation of private business telephone line(s) for its personal or business use, and shall pay all costs for the installation and maintenance of same.

g. Heating and air conditioning of space to be cleaned will be provided only during the normal working hours of the buildings' occupants.

2. Supplies, Materials, and Equipment to be Provided by the Contractor.

a. Unless otherwise specified herein, the Contractor shall furnish all supplies, materials, and equipment necessary for the performance of work under this contract. All supplies and materials shall be of a type and quality that conform to applicable Federal specifications and standards and, to the extent feasible and reasonable, include the exclusive use of environmentally-preferable products. All supplies, materials, and equipment to be used in the performance of work described herein are subject to the approval of the COTR.

b. The Contractor will comply with all applicable provisions of the Federal Hazard Communication Program (29 CFR 1910.1200). Within two work days of receipt of materials or products for which a Material Safety Data Sheet (MSDS) has been promulgated by the manufacturer, the Contractor must provide the COTR with a valid copy of the MSDS for each hazardous material in use or stored in the Main and South Interior Buildings (Interior Complex). In addition, the Contractor will provide the COTR with the approximate quantities (i.e., \pm ten percent) and the location(s) of all hazardous materials stored by the Contractor within the Interior Complex. The Contractor must update this information at least once each quarter or more frequently when quantities for any hazardous material change by more than ten percent for any single product.

C.3 SUPPLIES, MATERIALS, EQUIPMENT, AND UTILITIES. (CONTINUED)

c. The Contractor must submit to the COTR a list indicating the name of the manufacturer, the brand name, and the intended use of each of the materials, chemicals, and compounds proposed for use in the performance of its work. The Contractor shall not use any materials, chemicals, or compounds which the COTR determines would be unsuitable for the intended purpose or harmful to the surfaces to which applied or, as might be the case for such items as paper or soap products, unsatisfactory for use by occupants. Whenever practical and no deviation from Federal specifications or standards results, the Contractor shall utilize products and material made from recovered materials (e.g., recycled paper and paper products) to the maximum extent possible without jeopardizing the intended end use or detracting from the overall quality delivered to the end user. For the recycled content products evaluation, all non-chemical products proposed for use under this contract must conform to the Environmental Protection Agency (EPA) Comprehensive Procurement Guide (CPG) if the products are CPG-designated items. It is desirable for products that meet the desired objective (e.g., ability to clean effectively) and are not CPG-designated items also to contain the highest-possible amounts (by percentage) of recovered material(s) and post-consumer content.

The successful offeror will be required to meet or exceed the below-listed Mandatory environmental-preferability criteria referenced in Section L.7 and incorporated into the Contractor's Cleaning Operations and Stewardship Plan for all of the chemical cleaning-products used during the performance of the contract.

d. Any material which the COTR suspects does not meet Federal specifications or standards shall be tested at the Contractor's expense by an independent testing laboratory qualified to perform such tests as are required. A copy of the laboratory report giving the results of the test and a sample of each product, if requested, shall be submitted to the COTR. These products shall meet the requirements established by applicable Federal specifications and standards or be considered unacceptable for use.

e. The Contractor must provide Cormatic soap (or equivalent) for all rest-room Cormatic dispensers, Spa Bath soap (or equivalent) for dispensers in the Fitness Center dispensers, and maintain an inventory of both types of dispensers for replacement, as needed. As a minimum, at least five Cormatic dispensers and three Spa Bath dispensers will be maintained in stock on site for use as replacements.

The offered products must meet the required consistencies as stated below:

(1) Bathroom tissue - The bathroom tissue must contain at least 100% recovered materials and 50% post-consumer content.

(2) Toilet Seat Covers - Toilet seat covers must contain at least 100% recovered materials and 50% post-consumer content.

C.3 SUPPLIES, MATERIALS, EQUIPMENT, AND UTILITIES. (CONTINUED)

(3) Paper Towels - The paper towels must contain at least 100% recovered materials and 40% post-consumer content.

(4) General Purpose industrial wipes - The general purpose industrial wipes must contain at least 100% recovered materials and 40% post-consumer content.

(5) Plastic trash bags - Plastic trash bags must contain at least 25% post-consumer content.

f. The Contractor shall furnish all necessary cleaning equipment including: power-driven floor-scrubbing machines; waxing and polishing machines; for carpet cleaning, vacuum cleaners equipped with High Efficiency Particulate Air (HEPA) filters able to trap at least 99.97 percent of all airborne particles that are collected by the vacuum cleaner; at least three small (i.e., approximately 30-gallons capacity) and three large (i.e., approximately 55-gallons capacity) vacuums capable of vacuuming liquids; and all other equipment that may be needed for the performance of work under this contract. Such equipment shall be of the size, type, and condition customarily used in this work, shall conform to all applicable safety codes, and shall meet the approval of the COTR. Defective equipment shall be brought to the attention of the COTR within two hours of knowledge by the Contractor, and repaired or replaced at the Contractor's expense within 72 hours. ***NOTE: Equipment powered by combustion engines (e.g., gasoline, propane, CNG, diesel) will not be authorized for use or storage in areas other than locations approved, in advance, by the Buildings Manager. All storage locations and/or facilities will be assigned to the Contractor by the COTR.***

g. With the exception of the Elevator Operators (which are addressed elsewhere herein), the site manager and, if applicable, individual(s) assigned as office-support (i.e., clerical) staff, the Contractor shall require its employees and supervisors to wear distinctive uniform clothing and shall assure that every employee is in uniform no later than ten working days from the date an employee first enters on duty. Employees shall wear uniforms consisting of shirts and trousers, coveralls, or smocks for men, and dresses, and blouses with skirts or slacks, or smocks, as appropriate, for women. The uniform shall have the contractor's name, easily identifiable, affixed thereupon in a permanent manner. The color or color combination of the Contractor's uniforms worn in the Interior Complex must be approved, in advance, by the COTR. Unless the performance of a particular task requires otherwise, the Contractor's employees shall be required to maintain an appearance that is neat and clean, and reflects favorably upon the both the Contractor and the National Business Center.

h. The Contractor shall furnish and install a battery-powered room freshener (deodorizer) above the door of each public rest-room and will replace each battery and deodorizer as needed, but no less frequently than once each month. The Contractor will check each deodorizer for proper operation and condition during the second week of each month and, as appropriate, initiate action to repair or replace each.

C.3 SUPPLIES, MATERIALS, EQUIPMENT, AND UTILITIES. (CONTINUED)

i. The Contractor shall furnish and install deodorant blocks for each urinal; the Contractor will ensure that each is positioned within each urinal in a manner that does not block or inhibit the effectiveness of the drain, and will replace each block, as needed.

C.4 BASIC CUSTODIAL SERVICE REQUIREMENTS.

1. During the performance of its work, the Contractor shall report all obvious deficiencies (e.g., plumbing problems, lights needing replacement, safety hazards, etc.) to the COTR as soon as possible.

a. Rest rooms. The Contractor shall service all rest rooms, including private rest rooms, in each building according to the following schedule:

(1) Daily Service.

(a) Floors. All floors, except private rest rooms, shall be swept and wet mopped or scrubbed using an approved, environmentally-preferable, disinfectant-type cleaner. When mopping or scrubbing is completed, floors shall be clean and free of dirt, water streaks, mop marks, string, gum, grease, tar, etc., and shall present an overall appearance and smell of cleanliness. Walls, baseboards, and other surfaces shall be free of splashes and markings, and the finished area shall have a uniform luster. Work shall be performed between 6:00 p.m. and 10:00 p.m., each Monday through Friday on Government work days.

(b) Fixtures. Utilizing a cleaner/disinfectant, the Contractor shall clean all fixtures and metal surfaces (i.e., washbasins, urinals, toilets, shower stalls, mirrors, waste receptacles, shelving, dispensers and, as needed, wall surfaces). Toilet seats shall be raised after cleaning. Following cleaning, fixtures and metal surfaces shall be clean and bright with no visible dust, spots, stains, rust, mold, encrustation, or excess moisture. This service shall be performed between the hours of 5:00 p.m. and 9:00 p.m. in public rest rooms and between 7:00 a.m. and 5:00 p.m. for private rest rooms, each Monday through Friday on Government work days.

(c) Service. As a minimum, the following shall be included in the services provided by the Contractor each day:

(i) All waste receptacles shall be emptied, and all dispensers (e.g., paper towels, soap, toilet paper, and seat-cover liner) refilled.

(ii) Each sanitary-napkin receptacle shall be emptied, cleaned, disinfected, and provided with a replacement liner. Soiled bags shall be collected in separate containers for disposal.

(iii) Throughout each business day, the Contractor shall monitor all public rest rooms, as needed, to ensure that each is maintained in a neat, clean condition. Floors and other surfaces will be kept free of paper, trash, empty bottles, and other discarded materials. As

C.4 BASIC CUSTODIAL SERVICE REQUIREMENTS. (CONTINUED)

needed, additional paper and soap products will be installed into their respective dispensers to meet the level of demand; however, these materials will not be stockpiled in rest rooms beyond the capacity of their dispensers unless specifically directed to do so by the COTR for a special event. Rest rooms that routinely are frequented by visitors (e.g., those located on the 1st or 2nd floor of the MIB, near conference rooms, or adjacent to the cafeteria) will need to be monitored and serviced more frequently to ensure that the standards herein are maintained.

(d) Spot Cleaning and Dusting. Surfaces shall be cleaned, as necessary, to remove all visible dust, smudges, marks, graffiti, or spots without causing unsightly discoloration. There shall be no residual oils, stains, spots, or streaks on cleaned surfaces resulting from the Contractor's cleaning tools or materials. The COTR will be notified immediately whenever graffiti cannot be removed. Corners, crevices, moldings, and ledges shall be free of visible dirt and dust. This service shall be performed between the hours of 5:00 p.m. and 9:00 p.m. on Government work days.

(e) Between 1:00 p.m. and 5:00 p.m. on the last day of the contract period, all rest rooms shall be serviced and dispensers restocked to maximum capacity. All dispensers and their stock that are in place at the termination of the last contract period day shall not be removed.

(2) Weekly Service. All private rest-room floors shall be swept and wet mopped or scrubbed using a cleaner/disinfectant. When mopping or scrubbing is completed, floors shall be clean and free of dirt, water streaks, mop marks, string, gum, grease, tar, etc., and present an overall appearance of cleanliness. Walls, baseboards, and other surfaces shall be free of splashes and markings, and the finished area shall have a uniform luster. Work in private rest rooms shall be performed between 7:00 a.m. and 5:00 p.m. on Government work days.

(3) Service to be Performed Twice Each Week. The full surface area of all stall partitions, doors, window frames, sills, air-return vents, and wastepaper receptacles shall be damp wiped utilizing an approved, multi-purpose cleaner. All dirt, dust, water stains, spots, streaks, and smudges shall be removed from these surfaces. This service is to be accomplished so that it is not provided on consecutive workdays.

(4) Annual Service. All floors shall be stripped to remove dirt and all evidence of gum, rust, and scuff marks. No build-up shall be left in corners or crevices. This service shall be scheduled in conjunction with the corridor stripping in adjacent areas.

(5) Additional Rest Room Floor Stripping. At any time during the Contractor's period of performance, the Government may choose to exercise its option for an additional stripping of any or all rest-room floors. If this option is exercised, performance shall be in accordance with the preceding subparagraph.

C.4 BASIC CUSTODIAL SERVICE REQUIREMENTS. (CONTINUED)

b. Executive Space, Map Store, Auditoriums, Credit Union, Conference Rooms, and Health Unit. Work hours will be determined by the COTR. Several executive areas (offices and/or suites) and conference rooms will be scheduled for completion prior to 7:00 a.m. each work day.

(1) Daily Service (Executive Space) - Thorough Cleaning

(a) All furniture within 70 inches of the floor shall be dusted with a treated dust cloth. Upon completion of dusting, all horizontal surfaces shall be free of visible dust, streaks, oils, spots, and smudges. Work papers and computer-related equipment shall not be disturbed.

(b) All carpets and area rugs shall be vacuumed, and dust, dirt and other debris removed; upon completion of vacuuming, carpet naps shall lie in one direction. Areas with exposed flooring shall be swept, and trash and foreign matter removed. No visible dirt or dust shall be left in corners; on or behind radiators, fan-coil units, or induction units; under furniture; or behind doors.

(c) Glass desk-tops shall be cleaned with an untreated cloth and kept free of dirt, dust, streaks, and spots.

(d) All washbasins and mirrors shall be damp-wiped and dried, as necessary. Paper towels will be supplied in a quantity that will meet daily needs. Washbasins shall be kept clean and bright with no visible dust, spots, stains, rust, mold, encrustation, or excess moisture. Mirrors shall be free of dirt, dust, streaks and spots.

(e) Daily excessive build-up, spillage, and encrusted material shall be removed from carpet areas, along with spots, smears and stains. Following removal, there shall be no evidence of fuzzing caused by harsh rubbing or brushing. The cleaned area shall blend with adjacent areas of the carpeting. (NOTE: For the purposes herein, whenever the term carpet or carpeting is used, it is intended to include wall-to-wall carpeting as well as room-size rugs, area rugs, and elevator and entrance mats.)

(f) Rest Room Cleaning. The requirements outlined in C.4a. (above) apply here.

(2) Trash Removal (Executive space only).

(a) Each workday, all wastebaskets in offices, closets, and private rest rooms shall be emptied, and all trash (bulk) generated in each building shall be collected and removed to storage areas designated for trash. (Bulk trash generated inside the cafeteria and the snack bar are not included in the trash disposal requirements of this contract. However, the Contractor is responsible for including these areas in its recycling program to collect and process items that can be recycled and have been separated for this reason by the consumers.) Carts and containers used for the collection and/or

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storage of waste material shall be of noncombustible or flame resistant

C.4 BASIC CUSTODIAL SERVICE REQUIREMENTS. (CONTINUED)

construction, shall be constructed of environmentally-preferable materials, shall roll quietly throughout occupied areas of the buildings, and shall not be taken inside the office space. When trash is collected, carts and containers must remain in the corridor. The rooms used for the collection of soil wastes shall be kept clean, and all cans used for the collection of food remnants shall be washed, as needed, to keep them clean. All trash can liners shall be changed once a week or more frequently, as needed. A supply of additional trash containers shall be available for special bulk-trash requests.

(3) Other Services to be provided, as needed. (Executive Space)

(a) Glass in doors, partitions, pictures, and bookcases shall be cleaned, as needed, to maintain the glass in a condition that is free of obvious dirt, dust, streaks, water marks, spots, and grime, and does not present a cloudy appearance.

(b) All vertical surfaces and all under surfaces (knee wells, chair rungs, table legs, etc.) shall be kept free of an obvious accumulation dust and dirt.

(c) All wall surfaces within 70 inches of the floor shall be spot cleaned to remove smudges, marks, or spots without causing unsightly discoloration.

(4) Monthly Service - Damp Mopping and Spray Buffing (Executive Space). In between the normal annual stripping and applying of floor finish, hard and resilient flooring shall be swept, damp-mopped, spray buffed, and swept (again) after spray buffing. Upon completion of the task, floors shall be free of streaks, mop-strand marks, and skipped areas. Walls, baseboards, elevator tracks, artwork (e.g., murals), and all other surfaces shall be free of splashes and markings from the equipment. The finished area shall have a uniform luster.

(5) Annual Service (Executive Space).

(a) Wood flooring and cork tile shall be cleaned using solvent wax, and buffed. In areas with rugs, the rugs shall be turned back to permit the finishing operation to be performed underneath the rug for at least one foot from the edge. Water solutions shall not be used on wood flooring. Upon completion of the task, walls, baseboards, and other surfaces shall be free of wax residue and marks from equipment. Floors shall be free of streaks, mop strand marks and skipped areas, and the finished area shall have a uniform luster and meet industry standards for non-slip characteristics.

(b) Resilient and hard flooring shall be stripped to remove all old finish or wax, leaving no evidence of gum, rust, burns, or scuff marks. Four (4) coats of floor finish shall then be applied. Upon completion of finishing, walls, baseboards, and other surfaces shall be free of finish residue and marks from equipment. Floors shall be free of streaks, mop-strand marks and skipped

C.4 BASIC CUSTODIAL SERVICE REQUIREMENTS. (CONTINUED)

areas, and the finished area shall have a uniform luster. In the areas with rugs, the rugs shall be turned back to permit the finishing operation to be performed underneath the rug for at least one foot from the edge.

(c) All room, area, corridor, and stairway carpeting shall be thoroughly cleaned.

(i) Upon completion, carpeting shall be clean and free of dirt, grime, stains, water or moisture, and encrusted materials, and the nap of the carpeting shall lie in one direction.

(ii) Conventional shampooing processes are not considered desirable for this requirement. The residual moisture left after the shampoo process when using water or steam negatively impacts indoor-air quality. The methods, equipment, materials and supplies employed to accomplish this task and overall result of the work must be as environmentally-preferable as possible. A response to this solicitation may include an offeror's proposal to shampoo carpets rather than employ other methods; however, offerors should note that such a proposal may not receive favorable consideration. In discussing their plan for accomplishing the annual cleaning of carpets, offerors should provide detailed information on the strategy, methods, materials and chemicals to be used, and impact on indoor-air quality, the environment, toxicity, as applicable.

(6) Services to be Performed, as Needed, to Maintain Quality Standards (Executive Space).

(a) Wastebaskets shall be washed, damp wiped, and provided with disposable and, if feasible, biodegradable liners to keep them in an acceptable condition. Wastebaskets shall be kept free of dust, debris, and residue. Liners shall not be torn, worn, or contain residue. The use of trash carts inside office areas to transfer trash is prohibited.

(b) Wood paneling surfaces shall be wiped clean and treated to keep them free of dust, smears, smudges, fingerprints, etc.

c. General Office Space, File Rooms, Libraries, Computer Centers, and Conference Rooms.
(Excluding the IDRA Hair Salon, Gift Shop, and Cleaners; the Indian Craft Shop; 4th Floor Snack Bar, and Cafeteria)

(1) Daily Services - Washbasins (General Office Space). All washbasins and mirrors shall be damp wiped and dried, as necessary, and paper towels supplied. Washbasins shall be kept clean and bright, with no dust, spots, stains, rust, mold, encrustation, or excess moisture. Mirrors shall be free of dirt, dust, streaks, and spots.

C.4 BASIC CUSTODIAL SERVICE REQUIREMENTS. (CONTINUED)**(2) Services to be provided four times a week.**

(a) All horizontal surfaces of desks, chairs, bookcases, and other office furnishings shall be dusted with a treated dust cloth to remove obvious dust, dirt, and other debris.

(b) Glass desk tops shall be cleaned with an untreated cloth to remove all visible dirt, dust, streaks, and spots.

(c) Floor and carpeted surfaces shall be spot-swept or spot-vacuumed to remove obvious surface dirt from traffic areas and from under furniture.

(d) Carpet spotting. Spilled and/or encrusted materials shall be removed from carpet areas along with any visible spots, smears and stains. Following removal, there shall be no evidence of fuzzing caused by harsh rubbing or brushing. The cleaned area shall blend with adjacent areas of the carpeting.

(3) Service on Alternating Work Days.

(a) All wastebaskets in offices, closets, and private rest rooms shall be emptied and all trash (bulk) generated in each building shall be collected and removed to designated storage areas. Bulk trash generated inside the Main Interior Building cafeteria and the Snack Bar located on the fourth floor of the Main Interior Building does not fall under the requirements of this contract. Carts and containers used for the collection and/or storage of waste material shall be constructed of noncombustible or flame resistant and, within established guidelines, recovered materials. When trash is collected, carts and containers are not to be taken into office areas. The rooms used for the collection of soil wastes shall be kept clean, and all cans used for the collection of food remnants shall be washed and steam-cleaned, inside and out. All trash-can liners shall be changed once a week or more frequently, as needed. Wastebaskets shall be washed and damp-wiped, when needed, to maintain a clean appearance. A supply of additional trash containers shall be available for special bulk-trash requests and special events (e.g., annual Fourth of July celebration).

(b) Optional Daily Trash Removal. At any time during a yearly contractual performance period, the Government may choose to exercise its option for daily trash removal. If this option is exercised, performance shall be in accordance with the preceding paragraph.

(4) Weekly Services.

C.4 BASIC CUSTODIAL SERVICE REQUIREMENTS. (CONTINUED)

(a) Thorough Dusting. All horizontal surfaces of chairs, tables, files, bookcases, window sills, and other miscellaneous furniture shall be thoroughly dusted with a treated dust cloth. Upon completion of the dusting, there shall be no visible oils, spots, or smudges on dusted surfaces caused by dusting tools or materials.

(b) Thorough Sweeping and Vacuuming. Full floor areas shall be thoroughly vacuumed, and bare floor areas shall be swept with a treated sweep mop. Following completion of this task, floors shall be clean and free of trash and foreign matter. No dirt shall be left in corners, around baseboards, under furniture, or behind doors. Carpets, including corners, shall be

free of dust, dirt and other debris.

(c) Computer centers shall be damp-mopped and spray buffed weekly during the normal working day, between 7:00 a.m. and 5:00 p.m. This work shall be scheduled with the occupants through the COTR to minimize impact on operations.

(5) Monthly Services.

(a) On a monthly basis, offices and/or rooms with hard or resilient flooring shall be swept, damp-mopped, spray buffed, and swept (again) after spray buffing. Upon completion of the task, floors shall be free of streaks, mop strand marks, and skipped areas. Walls, baseboards, and other surfaces shall be free of splashes and markings from the equipment. The finished area shall have a uniform luster. The Contractor will exercise great care when working around artwork to ensure none is damaged as a direct or indirect result of its work.

(b) All vertical surfaces, and all lower surfaces (e.g., knee wells, chair rungs, table legs, etc.) shall be thoroughly dusted, and all glass in doors, partitions, pictures, and both sides of bookcases shall be damp wiped.

(c) Glass in doors, partitions, pictures and bookcases shall be damp wiped. Upon completion, glass shall be clean and free of dirt, dust, streaks, water marks, spots and grime, and shall not be cloudy.

(d) Spot Cleaning. All wall surfaces within approximately 70 inches of the floor shall be spot-cleaned to remove smudges, marks, or spots without causing unsightly discoloration.

(6) Annual Services.

(a) Wood flooring shall be cleaned (using solvent wax) and buffed. In rooms with area rugs, the rugs shall be turned back to permit the finishing operation to be performed underneath the rug

for at least one foot from the edge. Water solutions shall not be used on wood flooring. Upon completion of the task, walls, baseboards and other surfaces shall be free of

C.4 BASIC CUSTODIAL SERVICE REQUIREMENTS. (CONTINUED)

wax residue and marks from equipment. Floors shall be free of streaks, mop-strand marks and skipped areas. The finished area shall have a uniform luster and meet industry standards for non-slip characteristics.

(b) Resilient and hard floors shall be stripped to remove all existing floor-finish, leaving no evidence of gum, rust, burns, or scuff marks, and four coats of floor finish shall be applied. Upon completion of finishing, walls, baseboards, and other surfaces shall be free of finish residue and marks from equipment. Floors shall be free of streaks, mop strand marks and skipped areas, and the finished area shall have a uniform luster. In spaces with area rugs, the rugs shall be turned back to permit the finishing operation to be performed beneath the rug for at

least one foot from the edge.

(c) All carpeting shall be cleaned as described earlier under the requirement for annual services in executive spaces.

(d) All areas beneath raised flooring in computer-center spaces will be thoroughly cleaned using methods, materials, and equipment especially suited for this purpose.

(1) A subcontractor that specializes in this type of work will be employed to accomplish the cleaning. If the Contractor has demonstrated (in its offer) substantial experience, a clear understanding of the issues and problems that are encountered in this type of cleaning, and the ability to perform this type of work, the Contracting Officer may permit the Contractor to perform this work with its staff personnel and supervision.

(2) Work will be scheduled with the occupant bureau or office through the COTR. It is anticipated that this work will be performed during normal business hours while each computer center is in operation, but will be determined by each computer-center staff.

(7) Service to be provided upon request.

(a) When requested by the COTR, the Contractor will be required to provide special (i.e., unscheduled and thorough) cleaning of vinyl, leather, or fabric furniture; polish furnishings; clean floor mats and wood, metal, Formica, or similar surfaces; and vacuum or sweep office floors in support of, during, or following office relocations or set-ups.

(b) When requested by the COTR, the Contractor will be required to remove scratches and/or vandal marks from wood surfaces such as the interior of elevator passenger cabs. When performing this work, the Contractor will use Old English or an equivalent product.

d. Main Entrances, Main Lobbies, and Main Corridors. (In the Main Interior Building, these areas include the E Street and C Street entrances, the basement corridor, 1st floor corridor, the

C.4 BASIC CUSTODIAL SERVICE REQUIREMENTS. (CONTINUED)

north half of the 2nd-floor corridor to the main stairway, 4th-floor corridor, lounges in rest rooms adjacent to main corridors and entrances, the museum corridor lobbies, 1100-east stairway doors, 1200-west stairway doors, 2600-east and -west stairway doors, and the customer-service area of the post office. In the SIB, this includes the basement entrances and the main entrance located on the first floor. Contiguous secondary corridors are to be included (i.e., with the same frequency and performance requirements) in areas where floor stripping and refinishing is being accomplished.

(1) Daily Service.

(a) All chrome trash receptacles in the main corridors must be emptied daily, the chrome (or finished) exteriors wiped clean to maintain their bright, lustrous appearance, and properly positioned at the elevator banks. Finished surfaces will be free of obvious dirt and dust, and will be free of streaks, smears, and hand prints.

(b) All bare floors shall be swept free of trash and foreign matter and all carpeted floor areas shall be vacuumed thoroughly; when completed, no dirt shall be visible around baseboards, in corners, under furniture or behind doors. Upon completion of the vacuuming task, carpets shall be clean and free of dust, dirt, and debris, and the nap on carpets shall lie in one direction. All hard and resilient floors shall be damp-mopped and spray buffed to the extent that floors shall be free of streaks, mop strand marks and skipped areas. Walls, baseboards, and other surfaces shall be free of splashing and markings, and the finished area shall have a uniform luster. At all times, these areas shall be kept free of all paper, trash, empty bottles, leaves, and other discarded material.

(c) Both sides of entrance door glass, and the glass surrounding entrance doors to the height of the doors, must be cleaned and left free of dirt, grime, dust, streaks, water marks and spots, and be unclouded.

(d) Marble and stone surfaces shall be spot-cleaned, as needed, with an approved solution and method.

(2) Weekly Service.

(a) Metal doorknobs, push bars, kick plates, railing, and other metal surfaces shall be cleaned and polished. Upon completion of these tasks, metal surfaces shall be free of visible dirt, smudges, and residue, and free of any unsightly discoloration.

(b) Wood handrails, doors, and other wood surfaces shall be cleaned and polished. Marks and spots shall be cleaned off walls (including marble), and all surfaces within 70 inches

C.4 BASIC CUSTODIAL SERVICE REQUIREMENTS. (CONTINUED)

from the floor shall be dusted. Upon completion of these tasks, surfaces shall be free of visible dirt, smudges, and residue, and be free of any unsightly discoloration.

(c) Metal and plastic containers used to collect materials for recycling will be wiped clean. Surfaces shall be free of visible dirt, smudges, or streaks.

(3) Quarterly Service.

(a) All door glass in the C and E Street entrances and lobbies (including glass at the library entrance) of the Main Interior Building and Constitution Avenue and two north-side entrances of the South Interior Building must be cleaned and left free of dirt, grime, dust, streaks, water marks and spots and be unclouded. To avoid staining of adjacent bronze work, the glass panels on the doors and transom windows should be washed with non-ammoniated glass cleaner only. A small amount of alcohol may be added in the winter months in order to prevent freezing. Mild soaps such as Ivory, and/or mild detergents with a pH level of approximately 8.0 may be used. Unlike wetting agents, soap and detergent solutions must be rinsed off with clear water. All wash water should be removed from the bronze work as soon as possible in order to avoid marring or staining. The use of alkaline soaps, detergents containing pyrophosphates, or ammonia solutions is to be avoided, especially where metal surfaces are lacquered since these materials tend to undermine organic coatings. Stains from slush and snow should be washed with water immediately from all bronze work. To maintain the bright, lustrous appearance of the kick plates, push plates, push bars, handrails, doorknobs, and other metal surfaces, wipe surfaces with a cloth using non-ammoniated chemicals to remove smears, stains and finger marks.

(b) Bronze doors and elevator-hatchway doors on the 1st and 2nd floors of the Main Interior Building shall be wiped clean.

(c) The interior wood on all passenger elevators in the Main Interior Building will be cleaned using an approved cleaner/polish. This work will be scheduled and approved in advance through the COTR.

(4) Semi-annual Service - Hard and Resilient Floors (including escalator landings and lounges in rest rooms adjacent to corridors and entrances).

(a) Floors shall be stripped to remove all old finish or wax, leaving no evidence of gum, rust, burns, or scuff marks. Water solutions shall not be used. Four coats of floor finish shall then be applied. (During interim periods between service cycles, additional coats of finish may be required in order to satisfy the requirement that floors be kept free of streaks, mop strand marks, and skipped areas, and that the finished area have a uniform luster.) When finishing is

C.4 BASIC CUSTODIAL SERVICE REQUIREMENTS. (CONTINUED)

completed, walls, baseboards, elevator thresholds, and other surfaces shall be free of stripper, finish residue and marks from equipment. Stripping and sealing of the C Street lobby area must be performed on weekends as scheduled and coordinated by/through the COTR.

(b) Optional Additional Floor Stripping. At any time during the period between each semi-annual floor stripping, the Government may choose to exercise the option for an additional stripping of main entrances, lobbies, and/or corridor floors. If this option is exercised, performance shall be in accordance with the preceding subparagraph.

(5) Annual Service.

(a) All carpeting shall be cleaned as described earlier under the requirement for annual services in executive spaces.

(b) Metal and marble door thresholds shall be cleaned, leaving them free of oil, grease, dirt, and/or grime.

(c) All marble and stone wall surfaces shall be damp-wiped using mild soap or materials (approved in advance by the COTR) to remove smudges, dirt, dust, and spots. Heavily-soiled areas should be scrubbed with a soft nylon-bristle brush, wiped, and rinsed with clean water.

e. Secondary Entrances, Lobbies, and Corridors.

(1) Daily Service. All bare floors shall be swept free of trash, dirt, dust, and foreign matter; no visible dirt or dust is to be left around baseboards, in corners, or behind doors, and all carpeted floor areas shall be vacuumed thoroughly. Upon completion of the vacuuming, carpet shall be clean and free of all visible dust, dirt, and other debris.

(2) Weekly Service. All hard and resilient floors shall be damp-mopped and spray buffed. Upon completion, floors shall be free of visible streaks, mop-strand marks, and skipped areas. Walls, baseboards, and other surfaces shall be free of splashing and markings, and the finished areas shall have a uniform luster.

(3) Monthly Service. Both sides (i.e., the inner and outer sides) of entrance-door glass and any glass surrounding each entrance door (within 70" from the floor surface) shall be cleaned and left free of any visible dirt, grime, dust, streaks, water marks, and spots, and be unclouded.

(4) Quarterly Service. Kick plates, push plates, push bars, handrails, doorknobs and other metal surfaces shall be polished to present a clean and lustrous appearance.

C.4 BASIC CUSTODIAL SERVICE REQUIREMENTS. (CONTINUED)(5) Annual Service.

(a) Door Thresholds. Metal and marble door thresholds shall be cleaned and left free of any visible oil, grease, dirt, and grime.

(b) Hard and Resilient Floors (including escalator and stair landings).

(i) All resilient floors shall be stripped to remove all old finish or wax, leaving no evidence of gum, rust, burns, or scuff marks. Four coats of floor finish shall then be applied, leaving walls, baseboards, and other surfaces free of finish residue and marks from the equipment. Upon completion, floors shall be free of streaks, mop strand marks, and/or skipped areas. Evidence of stripper or sealer will not be left in elevator tracks or portal thresholds.

(ii) Optional Additional Floor Stripping. At any time during the period between each annual floor stripping and refinishing process, the Government may choose to exercise its option for an additional stripping of any secondary entrance, lobby, and/or corridor floor. If this option is exercised, performance shall be in accordance with the preceding subparagraph.

f. Stairways.

(1) Daily Service. Stairways shall be policed and, as necessary, spot-cleaned to remove any obvious dirt, spills, and debris.

(2) Weekly Service. Sweeping and dusting shall be performed between the hours of 5:00 p.m. and 9:00 p.m. Stair landings and steps shall be swept or vacuumed so the landings and all treads are free of any visible dirt, dust, and other foreign matter. Railings, ledges, grilles, fire apparatus, and doors shall be dusted.

(3) Monthly Service.

(a) Between the hours of 5:00 p.m. and 9:00 p.m., steps, risers and landings shall be wet-mopped or scrubbed free of all visible dirt, water streaks, mop marks, string, gum, grease, tar, etc., to present an overall appearance of cleanliness; all surfaces shall be left dry and the corners clean.

(b) All woodwork and bright metal surfaces shall be wiped clean.

(c) Wall surfaces from the floor to a height of 70 inches above the floor surface shall be spot-cleaned to remove any visible smudges, marks, or spots. The methods and materials used will not cause unsightly discoloration(s) to the wall surfaces.

C.4 BASIC CUSTODIAL SERVICE REQUIREMENTS. (CONTINUED)

(4) Semi-Annual Service. Between the hours of 5:00 p.m. and 9:00 p.m., stairwell landings shall be stripped and four coats of floor finish applied in conjunction with corridor stripping and refinishing in adjacent areas.

g. Loading Areas (includes platforms and docks).

(1) Daily Service. Loading Areas shall be swept clean of trash, debris and foreign matter. No dirt shall be left in corners, crevices, or where sweepings were picked up.

(2) Monthly Service. Loading areas shall be wet mopped or scrubbed free of dirt, string, gum, grease, tar, oil spots, etc., and shall present an overall appearance of cleanliness upon completion of the task. All surfaces shall be left dry and the corners clean.

h. Garages.

(1) Daily Service. Garage areas and ramps shall be policed in order to be kept free of all paper, trash, leaves, empty bottles, and/or other discarded material. Trash receptacles in the garage areas must be emptied and wiped clean.

(2) Weekly Service. Garage areas shall be checked thoroughly to ensure there are no oil spots on the floor. As necessary, oil spots will be removed with a finished result that is free of any film or residue. As necessary bird, rodent, or other pest droppings will be removed from floor surfaces.

(3) Monthly Service. Garage areas and garage ramps shall be machine-swept free of trash, foreign matter, and bird droppings. No dirt shall be left where sweepings were picked up. This service shall be performed between the hours of 5:00 p.m. and 9:00 p.m.

(4) Semi-Annual. Garage areas, garage ramps, and driveways within the building confines shall be scrubbed. Upon completion of the mopping, floors shall be clean and free of dirt, water streaks, mop marks, string, gum, grease, tar, oil spots, etc., and shall present an overall appearance of cleanliness. All surfaces shall be left dry and the corners clean. This service shall be performed between the hours of 5:00 p.m. and 9:00 p.m.

(5) Annual Service.

(a) All hard floor surfaces shall be stripped to remove all old sealant leaving no evidence of gum, rust, burns, or scuff marks and no build-up in corners or crevices. All lines and numbers shall be protected and remain intact during this process. Floor surfaces shall then be sealed, with the sealant adhering to the floor and all floor areas having an even coat of sealant. Spots and stains shall have been eliminated. Service in garage areas A, B, and E shall be performed on weekends; service in garage

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areas C, D, and G shall be performed on weekends or

C.4 BASIC CUSTODIAL SERVICE REQUIREMENTS. (CONTINUED)

between the hours of 5:00 p.m. and 9:00 p.m. Service for all garage areas shall be completed within a period not to exceed 45 calendar days. This is to be scheduled at the discretion of the COTR.

(b) Optional Additional Garage Floor Stripping. At any time during the period between the annual stripping and refinishing of the garage floor, the Government may choose to exercise the option for an additional stripping. If this option is exercised, performance shall be in accordance with the requirements in the preceding paragraph.

i. Parking Lot, South Interior Building.

(1) Daily Service. The parking lot shall be policed in order to be kept free of all paper, trash, leaves, empty bottles and other discarded material.

(2) Monthly Service. The parking lot shall be machine-swept free of trash, foreign matter, and bird droppings.

j. Passenger Elevators - Daily Services (to be performed between the hours of 5:00 p.m. and 9:00 p.m.).

(1) All surfaces in the interior of the car, including floor track, shall be cleaned and bright-metal surfaces polished. Upon completion of the task, floor tracks shall be clean and free of foreign matter, dirt, and grime, and bright-metal surfaces shall present a polished and lustrous appearance. Surfaces shall be clean and free of finger marks and smudges.

(2) Exterior surfaces of all doors and frames shall be damp-wiped free of finger marks and smudges.

(3) Elevator carpets shall be vacuumed free of dust, dirt, and other debris, and resilient floors shall be damp-mopped and spray buffed.

k. Freight Elevators (services to be performed between the hours 5:00 p.m. - 9:00 p.m.).

(1) Daily Service. Elevator floors shall be swept free of trash and foreign matter. No dirt shall be left in corners, crevices, door tracks, or where sweepings were picked up. Dirt and debris should not be swept into the elevator pit.

(2) Weekly Service. Freight elevators shall be wet-mopped or scrubbed to remove all dirt, debris, and residue to give the elevator an overall appearance of cleanliness.

C.4 BASIC CUSTODIAL SERVICE REQUIREMENTS. (CONTINUED)l. Vending Areas.

(1) Daily Service. Trash receptacles shall be emptied and bare floors swept and wet mopped. The areas shall be kept free of paper, trash, bottles, and other discarded material.

(2) Quarterly Service. Floors shall be stripped and four coats of finish applied utilizing the floor-maintenance requirements stated for the main corridors..

m. Escalators - Daily Service. Exposed surfaces of all escalator treads, risers, and landings shall be cleaned free of dust streaks, loose dirt and other foreign substances, and bright metal surfaces shall be wiped clean.

n. Drinking Fountains - Daily Service. The porcelain or stainless steel surfaces of drinking fountains shall be cleaned until bright and shall be kept free of dust, spots, and stains and streaks. The drinking fountains shall be kept free of trash, ink, coffee grounds, etc., and encrustation. There shall be no visible mineral or calcium accumulation on bubblers.

o. Guard Booths/Stations.

(1) Wastebaskets shall be emptied and the trash removed to a designated disposal area on the same day this work is performed in all offices. Horizontal surfaces shall be dusted thoroughly; carpeted areas will be vacuumed or swept; and hard or resilient floors will be swept.

(2) Weekly Service. Resilient floor areas shall be damp-mopped and spray-buffed, and carpeted areas will be vacuumed thoroughly.

p. Exterior Cleaning.(1) Daily Service.

(a) Entrances, landings, steps, ramps, and sidewalks adjacent to building entrances and the cafeteria patio shall be swept clean of all dirt, leaves, and trash each morning prior to 7:00 a.m. No dirt shall be left where sweepings were picked up.

(b) All sidewalks, entrances, the cafeteria patio, parking areas, ramps, driveways, lawns, landscape, courtyards, and the Main Interior Building rooftop shall be policed in order to be kept free of all paper, trash, empty bottles, and other discarded material.

(c) Ash Receptacles. Ash receptacles on the cafeteria patio and at all entrances shall be emptied of cigarette butts, matches and other discarded material as frequently as needed to

C.4 BASIC CUSTODIAL SERVICE REQUIREMENTS. (CONTINUED)

maintain a neat, clean appearance. All ash receptacles shall be positioned and maintained in an orderly manner. The Contractor shall provide new sand for each ash receptacle at least once each month. Sand shall be sifted daily to remove large objects/waste.

(d) Weather permitting, the cafeteria patio will be kept free of pooled water.

(2) Service to be Performed Each Monday, Wednesday, and Friday (on Government workdays). Weather permitting, outside entrances shall be washed down with a water hose in the morning prior to 7:00 a.m. When completed, pooled water will be removed or distributed (e.g., swept away) to minimize the drying time of all surfaces.

(3) Weekly Service.

(a) Weather permitting, all sidewalks, parking areas, and driveways, including moats and courts, shall be swept clean of all dirt, leaves, and trash. No dirt shall be left where sweepings were picked up.

(b) The Secretary's patio and roof surfaces covered with pavers adjacent to the 6100-east and -west corridors, and the 7200-east (and, if/when pavers are installed, the 7200-west) rooftop(s) shall be cleaned of all visible dirt, trash, debris, and/or bird droppings.

(c) Weather permitting, the cafeteria patio shall be washed down during the months of regular use (i.e., April through November). After each washing, pooled water will be removed or distributed to minimize drying time. Prior to first use each year, the area shall be scrubbed. At other times (i.e., December - March, inclusive), the patio will be swept clean of visible dirt, trash, and debris.

(4) Monthly Service.

(a) Main Interior Building courtyard roof areas (adjacent to Ramps A, B, C, D and G); lead-covered copper-roof areas (located between 1500-west and 1400-west corridors, between 1400-west and 1300-west corridors, and between 1300-east and 1300-west corridors); the paver-covered roof (2nd wing, east); and the 3600 and 3100 balconies shall be cleaned of all visible dirt, debris, trash, and bird droppings.

(b) Weather permitting, the South Interior Building exterior marble stairs and landings shall be scrubbed. Upon completion, the steps and landings shall be clean and free of visible stains, water streaks, mop marks, strings, gum, etc., and present an overall appearance of cleanliness. When completed, all corners will be clean, and a squeegee will be used to remove water on all horizontal surfaces (e.g., walkways, steps, landings) to facilitate drying.

C.4 BASIC CUSTODIAL SERVICE REQUIREMENTS. (CONTINUED)

q. Public Telephone Areas - Weekly Service. The interior and exterior of public telephone booths shall be cleaned to the extent that vertical and horizontal surfaces are free of visible dirt, streaks, and spots.

r. Storage Space, Mechanical Rooms, and Elevator Penthouses.

(1) Daily Service. Trash shall be removed and rest rooms cleaned.

(2) Monthly Service. The full floor areas shall be swept free of trash and foreign matter, and wet mopped. No trash or dirt shall be left in corners, under furniture, or behind doors. (The mezzanine floor, Main Interior Building, should not be swept; only wet-mopped.)

s. Entrance and Elevator Rugs. (Service to be performed between 5:00 p.m. and 9:00 p.m.)

(1) Daily Service. Rugs shall be vacuumed, and dust, dirt and other debris removed.

(2) Monthly Service. Entrance and elevator rugs shall be shampooed or steam-cleaned to remove dirt, grime, stains, and encrusted material.

t. Windows and Glass - Annual Service.

(1) All exterior building windows, including spandrel glass, glass over and in exterior and vestibule doors, and all plate glass around entrances and entrance ramps, shall be washed on both sides. Washed glass shall be clean and free of dirt, grime, streaks and excessive moisture, and shall not be cloudy. Window sashes, sills, woodwork and other surroundings of interior glass shall be wiped free of drippings and other watermarks.

(2) Optional (Additional) Window and Glass Cleaning. The Government may choose to exercise its option for an additional cleaning of all windows and glass. If this option is exercised, the work will be scheduled through the COTR, and the Contractor's performance shall be in accordance with the preceding paragraph.

u. Venetian Blinds - Annual Service

(1) All Venetian blinds shall be washed in place. Tapes and cords shall also be cleaned. Following washing, both sides of Venetian blind slats shall be free of dust and water spots. The COTR shall be notified if any blinds are found to be defective.

(2) At a six-month interval from the time of washing, all Venetian blinds shall be dusted or vacuumed to remove dust from both sides of the slats in conjunction with the high cleaning.

C.4 BASIC CUSTODIAL SERVICE REQUIREMENTS. (CONTINUED)

v. High Cleaning - Annual Service. All surfaces and objects in each building approximately 70 inches or more from the floor shall be cleaned, except areas specified in other sections of the contract. These surfaces and objects include, but are not limited to, the wall and ceiling areas, ventilating and air conditioning outlets, transoms, clocks, ceiling, ceiling moldings, tops of partitions, overhead pipes, wall fans, pictures, plaques, wall or ceiling diffusers, return grills, files cases, bookcases, lockers, etc. High surfaces such as transoms, clock glass, picture frames and glass, smudged areas surrounding air grilles, diffusers, etc., shall be dampened, wiped and dried. Drapes shall be vacuumed in place. Upon completion of high cleaning, surfaces shall be clean and free of dust.

w. Floor Mats

(1) Service to be Performed as Required. During inclement weather, floor mats provided by the Government shall be positioned in entrance ways and lobbies. When no longer required, the Contractor shall clean, remove, and store the mats in a designated area. Stored mats shall be kept clean and free of dirt, grime, stains, and encrusted material. The Contractor shall provide and position "Wet Floor" signs in sufficient number and locations to be visible from all approaches; however, the type, design, and construction of the signs must not, in themselves, pose a hazard to building occupants and visitors.

(2) Monthly Service. Mats shall be shampooed or steam-cleaned to remove dirt, grime, stains, accumulated dirt, and encrusted material.

x. Special Area Servicing. (MIB only)

(1) Tunnel. The tunnel connecting the MIB and the General Services Administration building (approximately 2,540 square feet) shall be swept daily before 7:00 a.m. Once each week, the tunnel floor will be wet mopped before 7:00 a.m., and the handrail will be dusted. Following completion of these tasks, the tunnel floor shall be clean and free of all visible trash, dirt, dust, foreign matter, water streaks, mop marks, string, gum grease, tar, oil spots, etc. All surfaces shall be dry and the corners clean.

(2) Gymnasium.

(a) Daily Service.

(i) Locker rooms shall be swept and damp-mopped with a disinfectant. Upon completion of this task, the floor shall be clean and free of dirt, water streaks, mop-strand marks and skipped areas, and will be free of mold and mildew and have a clean, pleasant odor. Walls, baseboards, and other surfaces shall be free of splash and equipment marks. The top surface of all lockers shall be dusted.

C.4 BASIC CUSTODIAL SERVICE REQUIREMENTS. (CONTINUED)

(ii) The gymnasium floor and deck area shall be swept free of obvious dirt and debris twice each day with a waterless cleaner for wood floors recommended by the floor manufacturer and a clean, cotton dust mop that will be designated for use in no other area. This work will be scheduled through the COTR.

(iii) Shower areas and dressing rooms shall be mopped. When finished, the floor will be clean and free of dirt, mop marks, strings, etc., and have an overall appearance of cleanliness. All surfaces shall be dry and the corners clean, and a fast-drying disinfectant applied.

(iv) Toilet and shower fixtures, the surface of floor drains, and the exercise and sauna areas shall be cleaned and serviced, and trash removed from the specified areas. Services shall be of the type, level, and frequency required for Daily Service in public rest-rooms.

(v) Trash shall be collected twice daily, between the hours of 9:00 a.m. and 10:00 a.m. and between the hours of 2:00 p.m. and 3:00 p.m.

(vi) The full surface areas of all stall partitions, shower walls, doors, ceilings, and the inside and outside of all waste paper receptacles shall be washed thoroughly and utilizing a fast-drying disinfectant shall be applied to each. All dirt, dust, water stains, mold, mildew, spots, streaks, and smudges shall be removed from all surfaces.

(vii) All entrance door glass shall be cleaned inside and outside.

(b) Weekly Service.

(i) Air vents and grills shall be cleaned.

(ii) The Contractor shall damp-mop and spray buff all resilient flooring. Floor areas that are painted are not to be spray-buffed, but will be mopped.

(iii) The stairway will be swept and cleaned using a damp mop.

(c) Annual Service. Resilient and hard floors shall be stripped, and four coats of floor finish will be applied.

(3) South Penthouse.

(a) Daily Service. Clean and restock both rest rooms using the requirements for public rest-room cleaning, sweep the floor with a treated dust mop, and wipe tables with a treated dust cloth. Using a vacuum equipped with HEPA filtration, vacuum carpeted areas including runners and/or walk-

off mats and the carpeting in the elevator that serves the 8th floor.

C.4 BASIC CUSTODIAL SERVICE REQUIREMENTS. (CONTINUED)

(b) Weekly Service. Mop the floor using a clean mop and mild cleaning solution. Spray-buff the floor using a low-speed buffer. Clean all glass on doors leading to roof areas (i.e., both east and west doors) and the glass surrounding these doors (to a height of 76" from the floor), the door leading to the stairway, and glass on any display cases. Using a treated dust cloth, wipe all window-sill areas clean. **EXTREME CARE WILL BE TAKEN TO REDUCE THE POSSIBILITY OF DAMAGE TO THE ARTWORK IN THIS LOCATION.**

(c) Annual Service.

(i) Under the close direction of the COTR, the Contractor will provide "high cleaning" services (using the same requirements as are outlined elsewhere herein).

(ii) The floor in the south penthouse and adjoining spaces will be stripped using a water-based, non-ammoniated stripper, rinsed thoroughly, and four coats of finish will be applied.

(4) North Penthouse (this area includes the 8th-floor lobby, three break-out rooms, the corridor leading from the stairs to the cooling-tower area, and the conference room).

(a) Daily service. Sweep the floor with a treated dust mop, clean the water fountain, and wipe all tables and chairs with a treated dust cloth. Using a vacuum equipped with HEPA filtration, vacuum carpeted areas including runners and/or walk-off mats and the carpeting in the elevator that serves the 8th floor.

(b) Weekly Service. Mop the floor using a clean mop and mild cleaning solution. Spray-buff the floor using a low-speed buffer (this does not apply to the conference room). Clean all glass in the lobby and all doors and, if applicable, glass on display cases. Using a treated dust cloth, wipe all window-sill areas clean.

(c) Annual service.

(i) Under the close direction of the COTR, the Contractor will provide "high cleaning" services (using the same requirements as are outlined elsewhere herein).

(ii) With the exception of the cork-tile floor in the conference room, all hard and resilient floors will be stripped using a water-based, non-ammoniated stripper, rinsed thoroughly, and four coats of finish will be applied.

(5) Roof top. (Service to be provided during periods when the area is not in use.)

(a) Daily service. Empty all trash and recycle containers after occupancy each day; each trash can is to be wiped clean using a damp cloth and left free of visible streaks. Wipe

C.4 BASIC CUSTODIAL SERVICE REQUIREMENTS. (CONTINUED)

tables, seating, and safety railing with a clean, damp cloth before occupancy each day. When needed and before occupancy each day, sweep the areas equipped with red pavers.

(b) Weekly service. Hose down the paved areas to remove any visible dirt, bird droppings, or other foreign matter.

y. Freight Elevator Operation (MIB only) - Daily Service. The Contractor shall provide personnel to operate the two freight elevators located in the MIB. Whether assigned on a temporary or permanent basis, freight-elevator operators must meet the requirements outlined below.

(1) General Requirements.

(a) Performance. Elevator operators shall perform their duties and respond to hall calls in a manner which will reflect favorably upon both the Contractor and the National Business Center. At all times, operators shall be courteous and tactful, present a neat, alert appearance, and operate the elevator in a safe, efficient manner.

(b) Tidiness. Articles unnecessary for proper elevator operation, such as coats (which are not being worn by the operator), hangers, magazines, and posters shall not be carried onto elevators by operators. The elevators shall be kept free of trash and extraneous materials.

(c) Safety. Operators shall periodically make safety checks of the car interior and elevator landings to detect and report tripping or slipping hazards or any safety problems.

(d) Special Functions. On infrequent occasions, freight-elevator operators may be required to operate passenger or freight elevators to transport persons during emergencies or special functions.

(2) Uniforms. The color and style of the Contractor's uniforms are subject to the advance approval of the COTR. Both freight elevators frequent garage areas which are not heated; the Contractor shall provide a cold-weather coat in addition to the items below for its elevator operators. The requirements for color, identification, style, etc., (below) apply to the cold-weather coat.

(a) Male uniforms shall consist of matching jacket and trousers, black shoes, dark hose, white shirt, and black tie.

(b) Female uniforms shall consist of matching jacket and trousers or skirt, with white blouse and (butterfly-style) tie. Black shoes and coordinated hose shall be worn with the uniform.

C.4 BASIC CUSTODIAL SERVICE REQUIREMENTS. (CONTINUED)

(c) Both male and female operators shall wear the Contractor's insignia or logo on the left shoulder of the jacket and blouse or shirt. Uniforms shall be maintained in a manner that consistently presents a clean and neat appearance. No headgear shall be worn as part of the uniform during duty hours. Operators shall be in uniform for the first day of contract performance.

(d) The Contractor shall train and outfit sufficient personnel for uninterrupted operation of the elevators. Prior to being assigned, the operator must be certified through the Buildings Manager's office.

(e) When outdoor temperatures exceed 90 degrees Fahrenheit, the Contractor may allow its freight-elevator operators to remove their uniform jacket and tie.

(3) Operators must accomplish the following:

(a) Operate the elevator in a safe, efficient manner.

(b) Detect and respond immediately to possible emergency conditions or situations.

(c) React to emergency situations or conditions in a way that minimizes danger to occupants and personal property.

(d) Direct passengers courteously and efficiently during loading and unloading.

(e) When called upon to support special events by operating a passenger elevator, coordinate with other operators to give faster service.

(f) Be courteous, patient, helpful, considerate, and tactful.

(g) Be alert; respond to hall calls in an expedient manner.

(h) Assist visitors in locating officials and frequently-visited offices.

(4) Hours of Duty.

(a) Freight elevators shall be staffed and operated between the hours of 7:00 a.m. and 5:00 p.m., Monday through Friday, on each Government work day.

(b) The work schedules for regular and relief operators shall be prepared in advance, forwarded to the COTR for approval, and posted in locker rooms assigned for use by the Contractor. Schedules shall bear the signature approval of the COTR, Buildings Manager, or Assistant Buildings Manager.

C.4 BASIC CUSTODIAL SERVICE REQUIREMENTS. (CONTINUED)

(c) All elevator operators shall be in uniform and ready to start work promptly at the start of their tour of duty and shall remain in proper uniform at all times while on duty.

(d) At no time during the scheduled hours of operation shall the elevators be left unattended. When the primary operator is on scheduled or lunch breaks, another certified operator shall continue the operation.

(e) Elevator telephones shall be used for reporting emergency situations or as a channel of communication to the supervisor(s) only. No personal calls are permitted.

z. Recycling.

(1) Subject to, and without limiting additional undertakings or the responsibilities of the Contractor under its Waste Minimization and Recycling Program (which is a component of the Contractor's Cleaning Operations and Stewardship Plan), the Contractor shall, at a minimum, meet these enumerated requirements with respect to recycling.

(2) The Contractor shall collect all saleable wastepaper (white, colored, and newspapers) in Government-furnished carts twice weekly or more frequently, if needed, to meet demands created by separation at source by occupants. When emptying centralized containers, obvious contaminants will be removed. Self-adhesive door labels, (which identify the location of centralized containers) shall be installed or removed as needed, and the COTR shall be notified whenever centralized containers become damaged or are missing from the assigned location. The Contractor shall ensure that carts of paper are stored properly and secured in specified locations.

(3) Aluminum cans, glass and plastic containers, and other materials collected for recycling shall be collected daily from the 4th-floor freight-elevator lobbies, the cafeteria and, as needed, from the freight elevator banks on all floors and from other designated collection sites in the Main Interior Building and South Interior Building. All containers must be rinsed to remove spillage and control pests. All containers collected shall be loaded onto a Government vehicle and deposited into designated containers (clear glass, brown glass, green glass, and aluminum-can wagon) at the SIB parking lot. The COTR shall be notified immediately if the containers become damaged or are missing.

(4) Cardboard shall be collected from hallways by the Contractor each evening. It shall be accumulated in the vicinity adjacent to Ramp B (a chute located in the second wing on all floors will facilitate this process) and, on a daily basis, shall be broken down and baled. Baled cardboard shall not be contaminated with wood, metal, polystyrene or other materials. For fire-safety reasons, the work area in the vicinity of the baler shall be kept free of loose trash, debris papers, and excessive amounts of cardboard waiting to be baled. The Contractor shall notify the COTR when four or more bales have accumulated. The Contractor shall ensure safety precautions are used when storing,

loading, and unloading the bales, and shall avoid blocking exits with boxes or carts. White paper will be kept secured in the area designated for this purpose until it is picked up by the approved collection contractor.

2. Contractor Personnel Health and Safety.

a. Safety meetings.

(1) Safety Meetings with Supervisors. The Contractor shall conduct monthly safety meetings for all levels of supervision. Notify the Contracting Officer and COTR at least three days in advance that they may attend. These meetings shall be used to review the effectiveness of the Contractor's safety effort, to resolve current health and safety problems, to provide a forum for planning safe operations and activities, and for updating the accident prevention program.

(2) Safety Meetings with Personnel. As a minimum, Contractor shall conduct monthly safety meetings (minimum 15 minutes each). These meetings shall be conducted by a supervisor and attended by all subordinate personnel at the work site. Relevant safety topics must be covered to address work situations encountered, and in accordance with the Contractor's Accident Prevention Plan.

b. Accident reporting.

(1) Accident reporting. A reportable accident is defined as death, occupational disease, traumatic injury to employees or the public, property damage by accident in excess of \$100, and fires. Within seven (7) days of a reportable accident, the Contractor shall fill out and forward to the Contracting Officer a Form DI-134 (available from the COTR).

(2) Hazardous Substances Spills or Releases. The Contractor shall report immediately any spill of oil or hazardous substances to the Buildings Manager. Any release of hazardous materials must be reported to local regulatory officials and local emergency-response agency. If the release exceeds reportable quantities for hazardous substances under 40 CFR 302.5, the contractor must report the incident immediately to the National Response Center.

(3) All Other Accidents. The Contractor shall report all other accidents to the Contracting Officer as soon as possible, and assist and cooperate fully with the Contracting Officer and other officials, as required, in the investigation of the accident.

c. The Contractor shall provide adequate first-aid facilities and equipment for the number of personnel and the type of operations at the site.

C.4 BASIC CUSTODIAL SERVICE REQUIREMENTS. (CONTINUED)

d. Emergency instructions. In appropriate areas, the Contractor shall post telephone numbers and reporting instructions for ambulance, physician, hospital, fire department, police, and hazardous-substances spill-response agencies/centers in conspicuous locations at the work site.

e. Personnel Protective Equipment (PPE). The Contractor shall provide its personnel with PPE as required by the nature of the assigned activities. The PPE given for use must meet requirements of NIOSH MSHA, and ANSI, where applicable. The Contractor shall inspect and maintain PPE before use and on a periodic basis to ensure safe operation. As appropriate, personal items must be cleaned, sanitized, and repaired, before being issued to another individual.

f. The Contractor shall implement all reasonable actions to prevent personal injury to its employees, occupants, or visitors, and/or damage to personal property. This includes, but is not limited to, the posting of sufficient and adequate signs to warn occupants of possible hazards (e.g., floor maintenance in progress) and/or restricting or limiting the flow of pedestrian traffic within certain areas while work is in progress.

g. Training.

(1) The Contractor shall provide all new personnel with initial training that addresses all relevant topics included in the Accident Prevention Program. New personnel will not be allowed to work until they have successfully completed initial safety training.

(2) First Aid. The Contractor shall provide adequate training to ensure prompt and efficient first aid.

(3) The Contractor shall train and instruct all personnel in safe and approved methods for use, handling, and storage of hazardous materials. This training must conform to the Hazard Communication Standard (29 CFR 1910.1200) and meet the requirements for First Responder Awareness training (29 CFR 1910.120 (q)).

(4) The Contractor shall provide training and instruction on the correct usage, storage, and disposal of products.

(5) The Contractor shall train and instruct personnel who may have occupational exposure to blood or other infectious material to reduce the risk of exposure to blood and certain body fluids containing blood-borne pathogens, consistent with OSHA regulations.

(6) The Contractor shall provide asbestos-awareness training for its employees. This training shall conform to OSHA regulations for working in an environment where asbestos-containing building materials are present.

C.5 UTILITY SERVICE HOURS.

1. This provision is intended to satisfy Government needs for short-term, usually non-recurring services that may be above the provisions of the basic services provided elsewhere in this agreement. Should a continuing need for any specific service arise, a contract modification will be negotiated pursuant to the "Changes" clause of this agreement.

a. The Contractor shall provide services that are in addition to the services specified elsewhere in this agreement through utility-service hours.

(1) An individual (Utility Person) approved by the COTR will be assigned to this position and his/her work efforts will be directed by the COTR or designee through the on-site project manager.

(2) Unless specifically approved in advance by the COTR, the Utility Person will not be used by the Contractor to accomplish its requirements other than those stated in this section (i.e., Section C, paragraph 5 and its subparagraphs).

b. The total number of utility-service hours planned for any 12-month period is 2,008; eight hours work will be delivered each Government work day. Utility-service hours will not be provided by two or more of the Contractor's employees on a concurrent basis.

c. Work hours will conclude no later than 5:00 p.m. each Government work day, and must be approved in advance by the COTR.

d. As directed by the COTR or authorized designee, utility service hours will be used to provide assistance with installing Venetian blinds, to ameliorate emergency conditions or situations, with the moving of furniture, and/or with special cleaning requests.

2. Optional Utility Service Hours. If this option is exercised by the Government, the Contractor will provide an additional 2,008 Utility Service Hours (i.e., a second person). The requirements for the work herein are identical to the preceding paragraph (i.e., C.5.1).

C.6 ADDITIONAL SERVICES.

1. Snow Removal.

a. Basic Requirements. Prior to 6:30 a.m. and as needed throughout the normal work day (i.e., 7:00 a.m. to 5:00 p.m.), snow and ice shall be removed from all building entrances, steps and landings, sidewalks, vehicular courts, parking areas, and approaches. All areas that are included in the snow-removal program are to be kept free of snow and ice accumulations during the time(s) indicated, and all hazardous conditions that are the result of inclement weather shall be

eliminated. No snow or ice is to be dumped on or near trees, shrubbery, ground cover, grass

C.6 ADDITIONAL SERVICES. (CONTINUED)

areas or flower beds. The Contractor is required to begin snow- or ice-removal operations at a time early enough before the start of a workday that will ensure that all areas have been cleared sufficiently and in time for the start of the workday. Additionally:

(1) From 5:00 p.m. until it closes, the E Street entrance of the MIB shall be kept free of ice and snow.

(2) Garage Ramps B, D, and G and the loading dock at Ramp D shall be kept free of ice and snow during the hours each is open for business.

(a) Ramp B is open from 6:30 a.m. until 8:30 p.m. on Government workdays.

(b) Ramp D is open from 6:30 a.m. until 6:30 p.m. on Government work days.

(c) Ramp G is open from 6:30 a.m. until 8:30 p.m. on Government work days.

(3) Garage Ramp E shall be kept free of ice and snow between the hours of 6:30 a.m. and 9:00 p.m. on each Government work day.

b. During normal business hours (i.e., 7:00 a.m. to 5:00 p.m. each Government work day), the Contractor shall establish and maintain a pedestrian path that is free of all ice and snow and at least 48 inches wide to facilitate pedestrian traffic between the MIB and SIB. To the extent possible and for the safety of pedestrians, this path will use existing sidewalks and street corners within the established route between the buildings.

2. Within five (5) workdays after the beginning of the Contractor's period of performance, the Contractor shall furnish the COTR with a detailed snow removal plan and with a list of telephone numbers that will allow the Contractor's representative to be contacted personally 24 hours per day, seven days a week, throughout for entire period of performance described herein for emergency snow-removal or other services. Use of an answering machine, an answering service, or telephone number(s) for subcontractor(s) will not be accepted as constituting personal contact.

3. The Contractor shall furnish all necessary tools, materials, supplies, equipment, labor, and supervision, including heavy equipment, snow shovels, and other items deemed necessary to implement the snow-removal program successfully and timely.

4. Urea and/or sand may be used to reduce safety hazards caused by ice and snow. (Ice Melt Propellant 49 or an equivalent is a preferred product for this purpose.) However, all chemicals to be used shall be in accordance with Federal specifications and shall be listed on material safety data sheets to be submitted to the COTR within five days of the start of the contract period. Calcium chloride will

not be accepted as a material for this purpose.

C.6 ADDITIONAL SERVICES. (CONTINUED)

5. Emergency Service. In the event of an emergency condition that requires the immediate mobilization of the Contractor's work force during other-than-normal working hours, the Contractor may be directed by the COTR or the COTR designee to mobilize all or part of its workforce in order to meet the condition. This section is intended only for special circumstances and/or emergencies (such as may be required after normal business hours, or on a Saturday, Sunday, or holiday), and is not intended to relieve the Contractor from its requirements as stated elsewhere in this solicitation.

a. An order for emergency service may be placed orally by the COTR or designee and later will be confirmed in writing by the Contracting Officer.

b. The Contractor shall provide the COTR with a means for contacting the Contractor's representative(s) on a round-the-clock basis. A commercial-paging service will be considered as a satisfactory means for meeting this requirement. It may be necessary to address emergencies (such as snow, floods, or similar situations or conditions) that occur at times other than when custodial services are being performed. When activated, the Contractor must acknowledge the call from the COTR, Buildings Manager, Assistant Buildings Manager, or designee, within fifteen minutes. When directed to mobilize a work force to meet/correct the existing problem/condition, must do so within one hour of notification.

C.7 REDUCTION OF WORK LOAD.

a. When blocks of space totaling 10,000 square feet or more are expected to remain unoccupied for 30 calendar days or longer, deductions will be made from the monthly payment due the Contractor. The COTR will give the Contractor a written notice of the effective date the areas are to be dropped from or returned to the normal cleaning schedule at least three full working days in advance of this date.

b. The period of deducting for unoccupied space will begin on the effective date as stipulated in writing by the COTR and will continue until the effective date on which the cleaning is resumed. The 10,000 square feet may be made up of small blocks of non-contiguous space. Subsequent blocks of space under 10,000 square feet may be added after the initial 10,000 square-foot threshold is met.

c. Deductions for space reductions will be computed as follows:

(1) The total number of square feet will be divided by two-thousand five-hundred (2,500) to reflect the approximate number of hours in which the cleaning effort will be reduced. (The number represents the approximate number of square feet an employee can accomplish in a period of one hour.)

C.7 REDUCTION OF WORK LOAD. (CONTINUED)

(2) The total number of hours are determined under subparagraph (a)(1), above, will be multiplied by the minimum hourly wage rate for general cleaners as established by the Collective Bargaining Agreement by and between the Contractor and Service Employees International Union, Local 82, AFL-CIO, CLC. This will determine the deduction rate per day. (NOTE: *In the event an agreement has not yet been negotiated between the Contractor and the Union, the wage established by the Agreement by and between the Union and the previous Contractor will apply.*)

(3) The deduction rate per day as established under subparagraph (a)(2) above, will be multiplied by the number of work days the space was not occupied. This will determine the total dollar deduction to be taken. The contract will then be modified to reflect this deduction.

d. In the event an entire floor, wing, or any other area not specifically addressed by subparagraph (a), above, becomes unoccupied, the Contracting Officer will negotiate a modification to the contract to reflect the decreased price.

C.8 SUPERVISION.

In order to ensure performance and accomplishment of the work as outlined herein, the Contractor shall provide adequate and competent supervision at all times for all work to be accomplished by the Contractor's employees. When contract work is in progress, supervisory personnel shall be available at all times to receive notices, reports, or requests from the COTR or his authorized representative. At no time shall Government representatives direct or supervise the activities of the Contractor's employees.

a. On-site Supervision. An on-site supervisor, with the ability to speak and understand English clearly and with the authority to act for the Contractor on a day-to-day basis and to sign for inspection reports and all other correspondence on behalf of the Contractor, shall be present at the work site at all times when contract work is in progress. Such personnel (i.e., the Project Manager, Stewardship Coordinator, and all supervisors) are considered **Key Personnel** and, therefore, shall be subject to the terms outlined in Section H.

b. Supervisory Responsibilities. Supervisory responsibilities shall include, but shall not be limited to, the following:

(1) Providing an adequate labor force; this includes the immediate replacement of personnel dismissed for cause or leaving employment of their own volition.

(2) Ensuring that Contractor personnel are properly trained to perform their assigned work in a proper, safe, and efficient manner, and ensuring that the proper supplies and materials are on hand.

C.8 SUPERVISION. (CONTINUED)

(3) Taking action to prevent general carelessness by employees and/or abuse of facilities or equipment.

(4) Establishing an effective and comprehensive safety program. Key Personnel will ensure that employees constantly abide by all applicable safety rules and regulations, and are mindful of the need to protect the safety and well-being of all occupants and personal property.

(5) Working closely with the Buildings Manager's staff, developing procedures for the Contractor's role in the event of an emergency evacuation or one or both buildings. Employees shall be organized, trained, and will participate in building fire and civil defense drills.

(6) Indoctrinating employees to report fire, hazardous conditions, maintenance deficiencies, graffiti, and evidence of roaches and vermin.

(7) Continually ensuring that the conduct of the Contractor's employees reflects favorably upon the Contractor's and COTR's organizations. In addition, Key Personnel are responsible for ensuring that employees:

- (a) Do not use official Government phone service;
- (b) Do not tamper with Government or private property not requiring services;
- (c) Do not remove Government-furnished materials or supplies for personal use;
- (d) Fully support and participate in the energy-conservation program within the facilities. Use lights or other energy-consuming equipment only in areas where and when work is actually being performed. Secure lights and other equipment when not in use or needed.
- (e) Fully support and participate in the recycling program within the facilities.
- (f) Do not adjust mechanical equipment controls for heating, ventilation, and air-conditioning systems;
- (g) Turn off water faucets and valves when not needed;
- (h) Close windows and turn off lights and fans when not in use;
- (i) Turn in found articles to the COTR;
- (j) Notify security personnel on duty when an unauthorized or suspicious person is seen on

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Section C

the premises;

C.8 SUPERVISION. (CONTINUED)

- (k) Report safety hazards immediately and maintenance deficiencies promptly;
- (l) Immediately report conditions or circumstances that prevent the accomplishment of assigned work.
- (m) Are adequately trained to perform assignments.

C.9 PERSONNEL QUALIFICATIONS.

1. Project Manager. The Project Manager engaged in directing work under this contract shall possess, as a minimum, five years of experience within the past eight years in directing cleaning-type operations similar in size and complexity to the buildings to be cleaned under this contract.
2. Stewardship Coordinator. The individual in this role is responsible for implementing and successfully executing the Contractor's policy relating to its commitment to environmental management, employee health and safety, and the use of environmentally preferable products. Additionally, this individual will be responsible for the establishment of and facilitation of the Stewardship Task Force. While this may be a collateral assignment, the Contractor should realize that the Department of the Interior considers this to be a critical position within the Contractor's on-site organization.
2. Supervisory Personnel. All other supervisory employees engaged in directing the work to be accomplished under this contract shall possess, at least with-in the last two years of recent, (within the past four years) experience in directing cleaning-type operations in a supervisory capacity for buildings of the approximate size and occupancy level of the buildings to be cleaned under this contract.
3. Other Employees. The personnel employed by the Contractor shall be capable employees, trained and qualified in custodial-type work. Beginning with the first day of work under this contract, the buildings shall be fully staffed with, initially, not less than fifty percent (50%) of the staff being trained and experienced cleaning personnel who exhibit the capability of operating with a minimum of supervision. The remainder of the staff shall be fully trained and qualified within thirty days after the initial starting date. However, all personnel shall receive continuing first-line supervision that is tailored to meet the needs of the individual and the task being accomplished.
4. Suitability check. Within five days of the commencement of the initial (i.e., base) period of performance, the Contractor will submit to the COTR a legible, properly-completed Statement of Personal History (GSA Form 176) and completed fingerprint card (Form FD-258) to be used to conduct a background on each of the Contractor's on-site employees to ensure suitability for employment at this site. As new employees are added to the on-site roster, the Contractor will submit these forms within two work days of employment at this site. The two forms described in this paragraph will be supplies to the Contractor by the COTR.

5. The Contractor's employees shall be familiar with the fire-alarm system in each building. All employees shall be trained in the procedures to follow in the event of fire or other emergency, including the pulling of the fire alarm, when appropriate.

C.10 SPECIAL REQUESTS.

All requests for service will be reported to the Contractor by the COTR or the Building Manager's staff. With the exception of emergency situations or conditions that threaten the safety of individuals or Government property, the Contractor will refer all other individuals requesting service to the Building Manager's office.

C.11 OCCUPANT COMPLAINTS.

1. The Government will log and track follow-up action by the Contractor in addressing and correcting customer complaints. The log will be used as a tool to identify types of problems and any recurring problems. The validity of complaints will be considered in evaluating the Contractor's performance.

2. All complaints will be reported to the Contractor by the COTR or the Building Manager's office. Response is required within 30 minutes for complaints (immediately for emergencies). Written documentation of service follow-up and response time shall be submitted by the Contractor to the COTR.

C.12 REQUIRED SUBMITTALS.

1. Pre-work Submittal. Within thirty (30) days of contract award, the Contractor shall submit a Cleaning Operations and Stewardship Plan ("Plan"), as defined below. This submittal shall be approved by the Contracting Officer in writing. The Contractor shall not commence work until this submittal is approved by the Contracting Officer in writing. The Contractor is responsible for making such revisions to the plan as are deemed necessary by the Contracting Officer. If the Plan requires any revisions or corrections, the Contractor shall resubmit the Plan within ten (10) days. No work will be allowed and no progress payments will be processed until the Plan is approved.

a. Cleaning Operations and Stewardship Plan. The Plan must be reviewed and updated annually, and as required by the Contracting Officer. The Plan must contain and define the following elements:

(1) The Contractor's written policy stating its commitment to environmental management, employee health and safety, and the use of environmentally preferable products;

C.12 REQUIRED SUBMITTALS. (CONTINUED)

(2) A staffing plan, identifying the roles and responsibilities of staff, including, but not limited to, the definition and identification of a Stewardship Coordinator (collateral duty) who will be responsible for environmental management, safety, and environmental preferability issues;

(3) Establishment of and facilitation of a Stewardship Task Force to be composed of representatives of the Contractor, buildings management, and occupant bureaus and offices, convened quarterly, or more often as needed, to review all aspects of performance involving specific undertakings of this Plan;

(4) Proposed environmentally-preferable chemical cleaning-products which must be selected in accordance with the criteria included in Section L.7 C and D of this Solicitation. At a minimum, the Plan must identify products by brand name for each of the following product types:

- (a) All-purpose cleaner
- (b) General degreaser
- (c) General disinfectant
- (d) Graffiti remover
- (e) Chrome and brass cleaner/polish
- (f) Glass cleaner
- (g) Furniture polish
- (h) Floor stripper
- (i) Floor finisher
- (j) Carpet cleaner
- (k) Solvent spotter
- (l) Gum remover
- (m) Wood floor finish
- (n) Bathroom hand cleaner/soap

- (o) Bathroom disinfectant
- (p) Bathroom cleaner
- (q) Bathroom deodorizers
- (r) Urinal deodorizers
- (s) Lime and scale remover

NOTE: Contractors may propose more than one product within a product category and/or propose a product or products addressing more than one product category.

The product attributes for the proposed product brands in each of the above categories must be summarized on the form included in the Solicitation package. Once this list of products has been approved by the Contracting Officer, the Contractor is responsible for using only those approved cleaning chemical products in the building. If for some reason the product is found later to be ineffective, or the Contractor would otherwise like to propose an alternative product or, if the Contracting Officer would like to propose a more environmentally-preferable product, either the Contractor or Contracting Officer may propose for consideration an “equal” product through the Stewardship Task Force. The Contracting Officer is the final decision-maker for such substitutions and must approve each in writing;

(5) Product Use and Cleaning Guides which define standard operating procedures for instructing staff in the following areas: the proper use, storage, and disposal of cleaning products; proper cleaning procedures; proper operation of equipment; and other procedures/instructions to accomplish work under this contract;

(6) The Contractor must define and establish an effective Accident Prevention Program, one that aids in providing a safe environment for all Contractor personnel, building occupants, and visitors. The Contracting Officer will review the proposed program for compliance with OSHA and contract requirements. The program shall include:

- (a) Name of supervisor responsible for carrying out the program;
- (b) Periodic safety meetings;
- (c) First-aid procedures;
- (d) Outline of each phase of the work, the hazards associated with each major phase, and the methods proposed to ensure property protection and safety of the public, building occupants, and the Contractor's employees;

C.12 REQUIRED SUBMITTALS. (CONTINUED)

(e) Training, both initial and continuing;

(f) Planning for possible emergency situations, such as floods, fires, explosions, power outages, spills, and wind storms. Such planning shall take into consideration existing government plans, the nature of activities, site conditions, and degree of exposure of persons and property.

(7) The Contractor must implement a comprehensive Affirmative Procurement Program for the purchasing of environmentally-preferable products and products made with recovered materials to the maximum extent possible. The Contractor shall detail how it intends to keep abreast of the development and increasing availability of environmentally-preferable products and how any new or improved products will be incorporated on an ongoing basis into contract performance. The Contract will also indicate how, at a minimum, it will conform to the Comprehensive Procurement Guidelines (CPG) published by EPA with respect to recovered material products. The Contractor must update its Program to accommodate CPG revisions. The Contractor must estimate the quantities of recycled-content and environmentally-preferable products that will be purchased during the term of this Contract;

(8) The Contractor must define and establish a Waste Minimization and Recycling Program to minimize the Contractor's on-site generation of non-recyclable waste generated during contract performance. The Program must also enhance the separation of recyclable materials from the non-recyclable waste generated throughout the building with collection-point- and/or post-collection-point-separation of recyclable materials. The Program must:

(a) Define procedures for monitoring the volume of waste managed and recyclables recovered;

(b) Determine the rate(s) of participation in offices throughout the buildings;

(c) Define activities to promote occupant participation and discourage contamination of recovered materials;

(d) Address measures to be taken to ensure that the Contractor's personnel observe and promote the Program, and;

(e) Establish effective procedures relative to the recovery and recycling of the following materials, at a minimum:

(i) Aluminum containers (e.g., beverage cans);

(ii) Containers of PETE-1 or HDPE-2 plastic (e.g., drink bottles);

C.12 REQUIRED SUBMITTALS. (CONTINUED)

- (iii) Clear, green and brown glass bottles and jars;
- (iv) White office paper;
- (v) Mixed office paper;
- (vi) Newspaper;
- (vii) Cardboard;
- (viii) Telephone and other books; and
- (ix) Scrap metal, including steel containers.

(9) The Contractor shall define proper procedures for the storage of hazardous materials in conformance with good housekeeping practices, the National Fire Prevention Association (NFPA) Code, and applicable federal and municipal regulations. The Plan also must define proper procedures for the identification and disposal of hazardous wastes in accordance with federal RCRA regulations and the District of Columbia Municipal Regulations (DCMR), Title 20, Subpart E.

(10) The Contractor shall define a comprehensive program for training personnel in the requirements of this Plan and its subcomponents. The method and schedule for delivery of training must be defined. Processes for evaluation of training effectiveness must be proposed also. Draft training materials must be reviewed through the Stewardship Task Force and approved by the Contracting Officer prior to use with personnel.

(11) The Contractor shall define strategies that will be employed to communicate with building occupants to receive feedback on operations and complaints and to provide instruction on matters wherein the occupant must bare a responsibility or requirement. These communications must be cleared first through the Stewardship Task Force and approved by the Contracting Officer.

2. Other Submittals.

a. Work Schedule. Five workdays prior to the commencement of work under this contract and five workdays prior to commencement of work under each option period, the Contractor shall submit to the COTR an annual schedule of all daily and periodic cleaning. Daily cleaning, for the purpose of this schedule, is defined as service performed every ten days or more frequently, and the daily cleaning schedule shall include specific areas, day of week, and specific time of day work

C.12 REQUIRED SUBMITTALS. (CONTINUED)

will be provided. Periodic cleaning is defined as work required for performance less frequently than ten working days and the periodic-cleaning schedule shall include specific areas and dates. The Schedule must be coordinated through and approved by the COTR.

b. Daily Report of Periodic Work. The Contractor shall submit to the COTR a daily work report of all periodic work performed. This report shall specify the location where the work was performed, and shall outline proposed periodic work to be accomplished on the following work day.

c. Weekly Progress Report. The Contractor shall provide a written progress report on a weekly basis. The weekly reports shall be submitted by the first Tuesday following the close of the reporting period. The introduction to each report must include detailed information on any problems that were incurred during the reporting period and how such problems were resolved. A copy of the report shall be submitted both to the Contracting Officer and the COTR, and shall address the following:

- (1) Meeting of the Performance Delivery Schedule;
- (2) Labor hours used to meet the contract requirements;
- (3) Significant events that occurred during the period; and
- (4) Recommendations for improvement of services.

d. The Contractor must provide the Contracting Officer with the following submittals on an on-going basis:

- (1) Proof of successful completion of training for all classes for all personnel as defined in the Cleaning and Stewardship Plan and as required by law and regulation;
- (2) Reports of safety meetings (including details such as content, attendance, instructor/meeting leader, location, length, etc.);
- (3) Inspection and monitoring data and corrective actions taken;
- (4) Upon request, proof of employees' qualifications to perform assigned duties in a safe manner; and
- (5) Documentation pertaining to waste determinations and manifests providing proof of proper disposal of hazardous wastes.

C.13 QUALITY CONTROL PROGRAM.

The Contractor shall institute a complete quality-control program to ensure that the requirements of this contract are provided, as specified. The overall goal of the program should be to identify and correct any problems that may exist before they are identified by or reported to the COTR and/or the building-management staff. As a minimum, the program shall include:

- a. An inspection system covering all the services required under Section C.4 (Basic Custodial Requirements) with a comprehensive checklist to be used to inspect contract performance during scheduled and unscheduled inspections, and the name(s) of the individuals who will be performing the inspections.
- b. A system for identifying and correcting deficiencies and/or a pattern of deficiencies in the quality or quantity of services provided before the level of performance becomes unacceptable and/or Government inspectors point out the deficiencies.
- c. A file of all inspections conducted by the Contractor and corrective actions taken. This should include follow-up inspections to ensure that corrective action was appropriate, complete, and timely. This documentation shall be organized in a logical manner, kept current, and made available to the COTR and the Contracting Officer during the term of the contract.

SECTION “L” MODEL LANGUAGE

L.5 SUBMISSION OF PROPOSALS

(a) Proposals shall consist of three (3) separate and detachable parts. The first part, the *Technical Proposal*, shall contain the information required at L.6. hereof (“Information to be Included in the Technical Proposal”). The second part, the *Environmental Preferability Submission*, shall be considered a separate part of the Technical Proposal and shall contain the information required at L.7 hereof (“Information to be Included in the Environmental Preferability Submission”). The third part, the *Pricing Proposal*, shall contain the information required at L.8 hereof (“Information to be Included in the Pricing Proposal”).

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L.7 INFORMATION TO BE INCLUDED IN THE ENVIRONMENTAL PREFERABILITY SUBMISSION

(a) This section (L.7) details what offerors must include in that severable portion of their technical proposals called the “Environmental Preferability Submission.”

(1) Introduction: In September, 1998, the President issued Executive Order 13101, *Greening the Government through Waste Prevention, Recycling, and Federal Acquisition*. Accordingly, this solicitation requires that offerors provide information allowing the Department of the Interior (Department) to evaluate and verify the environmental preferability characteristics of the chemical cleaning products, supplies, and materials required in performance of this contract. This solicitation also requires that offerors identify which products, supplies, and materials used under this contract will contain recycled content, as mandated by the U.S. Environmental Protection Agency (EPA) through EPA’s publication of the *Comprehensive Procurement Guideline (CPG)*. Finally, offerors are being asked to address federal recycling mandates by proposing a strategy to manage and enhance waste minimization and recycling within the Main and South Interior Buildings

(2) Definitions: *Environmentally preferable* means that a product or service has a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose. *Chemical cleaning products* are the cleaning products, supplies, and materials required in performance of this contract. *Recycled content products* are products which are made with waste materials and by-products that have been recovered or diverted from solid waste.

(3) Helpful Resources: Useful guidance for identifying product brands having one or more environmentally preferable attributes can be found at EPA’s website, “The Cleaning Products Pilot Project,” at <http://www.epa.gov/opptintr/epp/purchaser.html>. Offerors are also directed to the General Service Administration (GSA) “Think Green” website, found at <http://pub.fss.gsa.gov/environ/index.html>, from which there is a link to the GSA’s “Environmental

Products Guide” and other potentially helpful sites. Please note that offerors are not permitted to purchase off of the GSA’s Federal Supply Schedule, which is reserved for government agencies; however, these GSA materials may provide offerors with an additional source of potentially compliant product brand names.

(4) Mandatory and Desirable Characteristics--Chemical Cleaning Products: The Department has established both *Mandatory* characteristics and *Desirable* characteristics for evaluation of five (5) representative categories of *chemical cleaning products*.

a. Mandatory (i.e., “Pass/Fail”) characteristics are those that must be achieved by the products.

b. Desirable characteristics are those that, to the degree achieved by a product beyond the Mandatory requirements in a given product category, will result in more favorable consideration of that product category under the “Environmental Preferability” component of the evaluation.

c. Offerors shall provide a *Material Safety Data Sheet* (MSDS), equivalent information, and/or any additional information specifically requested for each product offered in the product categories set forth below to enable the Department to evaluate both Mandatory and Desirable characteristics with respect to that product.

d. Failure to submit an MSDS, equivalent data, or any other information required to substantiate claims made about one or more offered products will be deemed the same as failing to meet the Mandatory criteria for that product category and may result in the Government excluding an offeror’s proposal from further consideration.

(5) Mandatory and Desirable Characteristics--Recycled Content Products: In accordance with the EPA’s *CPG*, the Department also has established both Mandatory and Desirable characteristics, as defined above with respect to chemical cleaning products, for evaluation of the offered *recycled content products* set forth at Subsection (f) hereof. As noted above, failure to meet the Mandatory criteria for any of those product categories and may result in the Government excluding an offeror’s proposal from further consideration.

(6) Waste Minimization and Recycling Strategy: As set forth in more detail at Subsection (h) hereof, offerors also are required to propose a *Waste Minimization and Recycling Strategy* in this portion of their proposals. Failure to address this will result in a proposal being considered incomplete and, accordingly, may result in the Government excluding the proposal from further consideration.

(b) Chemical Cleaning Product Categories: The Department will evaluate the Mandatory and Desirable characteristics of products in five (5) designated Chemical Cleaning Product Categories listed below. Offerors may propose more than one product within a product category (example only—brand “X” and brand “Y” for all-purpose cleaner) and/or propose a single product that addresses more than one product category or cleaning task (example only—brand “X” as all-purpose cleaner and general

disinfectant).

Chemical Cleaning Product Categories

- (1) All-purpose cleaner
- (2) General degreaser
- (3) General disinfectant
- (4) Floor Stripper
- (5) Bathroom Cleaner

Although products in only these five (5) product categories will be evaluated for meeting Mandatory and Desirable characteristics, the successful offeror will be required to meet or exceed the below-listed Mandatory environmental preferability criteria in all () of the chemical cleaning products presently envisioned for use during the performance of the contract. See Section C.____, “Cleaning Operations and Stewardship Plan.”

(c) Chemical Cleaning Products **Mandatory** Characteristics: The proposal must demonstrate that products in each of the 5 above categories meet the following four (4) criteria:

(1) Product does not contain Chesapeake Bay Toxics of Concern or EPA’s 33/50 Program 17 Target Priority Pollutants: The Department is committed to protection of the Chesapeake Bay and, consistent with this, wishes to ensure that products used in performance of this contract do not contain as constituent elements “Toxics of Concern” identified by the Chesapeake Bay Program Toxics Subcommittee of the EPA. The Department also wishes to eliminate the 17 chemicals targeted for reductions in use, releases, and transfers by EPA’s Voluntary Environmental Protection Partnership. The Partnership is also referred to as the “33/50 Program.”

The Chesapeake Bay Toxics of Concern are:

[Enumerate or reference an exhibit]

The 33/50 Program Target Chemicals are:

[Enumerate or reference an exhibit]

A complete MSDS and/or manufacturer product information for each product may provide sufficient data to enable assessment under this criterion. Additional supporting product information may be requested of an offeror.

(2) No Sealed Aerosol Spray Cans: No products shall be used on-site that are contained in

pressurized, sealed aerosol spray cans. The Department chooses to eliminate on-site use of products so delivered because these containers require additional handling to fully discharge product and propellant and are not reusable or recyclable. All chemical cleaning products must be available in either a liquid form or manual pump action sprays and/or concentrates that can be dispensed into pump bottles for use. Acceptable supporting data here may include a picture of the commercially available product delivery system (as in commercial literature) and/or description of the offeror's intended delivery system.

(3) Carcinogens: The Department wishes entirely to eliminate the use of products containing known and probable carcinogens. Accordingly, no chemical cleaning product shall contain constituent compounds that are classified by EPA as known or probable carcinogens. A complete MSDS for each product may provide sufficient data to enable assessment under this criterion. This information typically would be found under the "Health Hazard Data" section (Sec. VI) of the MSDS under "Carcinogenicity." Additional supporting product information may be requested of an offeror.

(4) Not a Hazardous Waste: Products must not constitute hazardous wastes, as defined at 40 CFR (Code of Federal Regulations) Part 261, when offered for disposal. A complete MSDS for each product may provide sufficient data to enable assessment under this criterion. This information typically would be found under Section VII, "Precautions for Safe Handling and Use," under the "Waste Disposal Method" portion of MSDS. Additional supporting product information may be requested of an offeror.

(d) Chemical Cleaning Product **Desirable** Characteristics: The following five (5) characteristics if present to some verifiable or demonstrable degree in an offered product (e.g., as indicated by manufacturer's literature and/or an MSDS for that product) will, assuming that the product otherwise meets efficacy requirements (see Subsection (e) hereof), receive more favorable consideration under the "Environmental Preferability" component of the evaluation.

(1) Minimizes skin, eye and respiratory irritation: It is desirable that chemical cleaning products not contain chemicals that are strong irritants to the skin, eye and respiratory system. See "The Cleaning Products Pilot Project," at <http://www.epa.gov/opptintr/epp/purchaser.html>, where the user may review products for "Environmental Attributes" that EPA has considered including, Skin Irritation, Air Pollution Potential, Fragrances, Dyes, and Minimiz[ation of] Exposure to Concentrates. Furthermore, it is desirable for certain chemical cleaning products to be used in liquid form rather than through a delivery system that "atomizes" or delivers the product as a fine mist. Eliminating such delivery minimizes the likelihood of inhalation by the user.

(2) Biodegradability: Offerors will receive more favorable consideration commensurate with the number of product categories for which proposed products exhibit partial or complete biodegradability. With respect to cleaners, solvents or any other non-paper product, "biodegradability" shall mean the definition set forth at subparagraph 4.2.2 of *Green Seal* Standard GS-8 for General Purpose Household Cleaners. Further, sufficient proof of biodegradability may be shown not only by conducting product testing as set forth in the referenced standard, but by peer-reviewed literature or

databases or other proof that product biodegradability has been verified. *Green Seal* is an independent certifying organization that has developed environmental preferability standards through an open process. It is located at 1400 Sixteenth Street, N.W., Washington, D.C. 20036, (202) 588-8400 (ask for Mark Petruzzi or Mike Shor). Website: <http://www.greenseal.org>. The relevant *Green Seal* standard is provided as Attachment F to this section.

(3) Dyes and Fragrances: It is a basic principle of pollution prevention to avoid unnecessary additives. Accordingly, offerors are asked to identify any dyes and/or fragrances that have been added to a product. The Department recognizes that some cleaning products may have a natural odor associated with the cleaning agent (e.g. a lemon odor in a citrus-based cleaner). If a dye or fragrance has been added, please note whether or not it is deemed to be of “food grade” in accordance with Food and Drug Administration (FDA) guidelines. If not “food grade,” offerors are asked to identify the constituent compounds of such dyes and/or fragrances.

(4) Recyclable Containers/Minimization of Non-Recyclable Waste: To minimize the generation of solid waste, the Department desires that newly delivered chemical cleaning products, cleaning equipment and machinery, be packaged in recyclable or reusable containers and that offerors examine ways of otherwise minimizing non-recyclable waste. Such means may include use of refillable product distribution devices and/or concentrates. Offerors are asked to identify for each product offered (a) whether the container can be sent back to the product distributor or manufacturer for reuse and/or (b) whether the container is made of readily recyclable material (e.g., glass, aluminum, steel, or PETE-1 or HDPE-2 plastics). Furthermore, offerors are actively encouraged to ensure that products use no, or only a minimal amount of, polypropylene and/or polystyrene (“styrofoam”) packaging or similar non-recyclable, non-biodegradable packaging. Manufacturer literature clearly depicting the product packaging may be helpful. Offerors are encouraged to describe such strategies in their “Waste Minimization and Recycling Strategy” submission (see Subsection (h) hereof).

(5) Other: Offerors are invited to submit any other information not specifically covered by the enumerated *Mandatory* or *Desirable* characteristics that has a bearing on the environmental preferability of offered products. This could include, for example, showing that a product category meets or exceeds the relevant *Green Seal* standards in whole or in part. Website: <http://www.greenseal.org>. As noted, useful guidance for identifying vendors or product brands having one or more environmentally preferable attributes can be found at EPA’s website or at GSA’s website.

(e) Product Efficacy Testing: In addition to being evaluated for environmental preferability, offered products may be evaluated for their efficacy. That is, a chemical cleaning or recycled content product that meets all *Mandatory*, as well as one or more *Desirable*, characteristics still may be deemed ineffective for its intended purpose(s) after testing by the evaluators. The evaluators may, at their sole discretion, deem a product ineffective. In such a case, an offeror submitting an otherwise acceptable proposal will be informed of the nature of the deficiency(ies) of the product and have an opportunity to substitute the proposed product with another, effective product meeting all *Mandatory* characteristics. The Department’s failure to test a product for efficacy during the evaluation and award process shall in

no way effect its ability to assess such efficacy and, if warranted, require product replacement(s) during the performance phase of the contract.

(f) Recycled Content Products -- **Mandatory** Characteristics: Standards for minimum recycled content are codified in the *Comprehensive Procurement Guide (CPG)* and can be found on EPA's CPG website, at <http://www.epa.gov/cpg>. Offerors also are advised that GSA's "Think Green" website, found at <http://pub.fss.gsa.gov/enviro/index.html>, links to the GSA's "Environmental Products Guide" and other potentially helpful sites. The Guide includes a section covering paper towels, toilet paper, toilet seat covers, recycled content trash bags, and cleaning cloths and pads. Guidance may also be found at <http://www.epa.gov/cpg/products/paper.htm> (and, particularly, the link to "Commercial/ Industrial Sanitary Tissue").

Offerors must identify what specific brand of product is proposed for use under this contract in each of five (5) product categories listed below. The offered products must meet each of the following Mandatory Characteristics or the offeror risks its proposal being eliminated from further consideration:

(1) Bathroom tissue: The bathroom tissue must contain at least 100% recovered materials and 50% postconsumer content.

(2) Toilet Seat Covers: Toilet seat covers must contain at least 100% recovered materials and 50% postconsumer content.

(3) Paper towels: The paper towels must contain at least 100% recovered materials and 50% postconsumer content.

(4) General purpose industrial wipes: The general purpose industrial wipes must contain at least 100% recovered materials and 40% postconsumer content.

(5) Plastic trash bags: Plastic trash bags must contain at least 25% postconsumer content.

(g) Recycled Content Products – **Desirable** Characteristics: The following three (3) characteristics if present to some verifiable or demonstrable degree in an offered product, as applicable (e.g., as indicated by manufacturer's literature and/or by an independent certification firm), will, assuming that the product otherwise meets efficacy requirements (see Subsection (e) hereof), receive commensurate favorable consideration.

(1) Deinking of Recovered Paper: The Department prefers to avoid the procurement of recovered paper that has been deinked using a solvent that either contains elemental chlorine or is listed by the EPA under Section 313 of the Emergency Planning and Community Right-to-Know Act. Offerors must identify the deinking process used for each of the paper products identified in Subsection (f), above, for each of the offered products. Supporting documentation from the manufacturer is recommended. For reference, the relevant portion of the applicable *Green Seal* standard is 4.2 in Standard GS-9, "Environmental Standard for Paper Towels and Napkins."

(2) Bleaching of Recovered Paper: The Department prefers to avoid the procurement of recovered paper that has been bleached with either chlorine or any of its derivatives (such as hypochlorite and chlorine dioxide). Offerors must identify the bleaching process used for each of the paper products identified in Subsection (f), above, for each of the offered products. Supporting documentation from the manufacturer is recommended. For reference, the relevant portion of the applicable *Green Seal* standard is 4.3 in Standard GS-9, "Environmental Standard for Paper Towels and Napkins." See Attachment H.

(3) Additional Recycled Content Products; Higher recycled content percentages: First, the Department prefers that additional products--i.e., other than those enumerated at Subsection (f), above--be made with recovered materials. Examples of products to be used in performance of this contract that can contain recovered and postconsumer materials include cleaning supply carts and waste collection carts. The offeror is invited to identify such other products and to provide information documenting the recovered material content and the post-consumer content of those products. Second, offerors are invited to propose, where applicable, higher than the mandated recycled content percentage for the recycled content products that are enumerated at Subsection (f) hereof. Offerors are advised that the Department will be particularly interested in the efficacy of these products and is likely to require samples.

(h) Waste Minimization and Recycling Strategies: First, as noted at Subsection (d)(4) hereof, the Department is interested in minimization of non-recyclable waste generated in the performance of this contract. Second, like most federal offices, the Department has a recycling program in place. There are approximately 155 centralized office paper recycling collection points throughout the building. Tenants collect paper at their desk and then deposit these materials in the central locations. There are approximately 25 locations from which newspaper, aluminum cans, and glass are collected from tenant areas in the building. As in all recycling programs, contamination of recovered materials can be a problem. Foreign matter is sometimes deposited incorrectly in the recycling collection bins. Sometimes, mixed paper is found in the white paper containers. Tenant participation in the recycling program is not complete and recyclable material often is found in office waste receptacles.

Accordingly, offerors shall propose methods or procedures, first, for minimizing the non-recyclable waste generated in performance of this contract and, second, to enhance separation under the existing recycling program of recyclable materials from waste generated throughout the building. While there is no minimum *Mandatory* threshold per se under this criterion, an offeror's failure to address these considerations may result in elimination of its proposal from further consideration and, in any case, will be deemed a proposal deficiency.

Currently, the Department provides for recycling of the following materials:

Aluminum containers (e.g., beverage cans)
Containers of PETE-1 or HDPE-2 plastic (e.g., drink bottles)
Clear, green and brown glass bottles and jars
White office paper

Mixed office paper
Newspaper
Cardboard
Telephone and other books
Scrap metal, including steel containers

(The Department also may start recycling wooden pallets. See the Department's "Recycling Guidelines for Main and South Interior Buildings," dated November 24, 1993, Attachment I.)

With respect to enhancement of separation under the existing recycling program, offerors should address each of the following areas: (a) procedures for monitoring volume of waste and recyclables recovered; (b) rates of participation in the recycling program; (c) activities to promote participation and avoid contamination of recovered materials; (d) measures to ensure Contractor observance of the recycling program; and (e) procedures for recovery and recycling of the listed recycled materials. The purpose of requiring offerors to address this criterion is to ensure that the successful offeror has the willingness and ability to develop and implement this portion ("Waste Minimization and Recycling Program") of the more detailed post-award Cleaning Operations and Stewardship Plan. See Section C.____.

(i) Firm/Key Personnel Experience with Environmentally Preferable Management: Offerors should include any relevant information pertaining to the past experience of their firm and/or key personnel (as identified in their Technical Proposal as required by Section L.6 hereof) in managing or performing one or more prior custodial contracts in an "environmentally preferable" manner. This can mean being mindful of some or all of the following: the environmental preferability of products used, recycled content considerations, waste minimization, or support of recycling programs. This information should be included with the "Environmental Preferability Submission."

SECTION M - EVALUATION FACTORS FOR AWARD**M.1 52.252-1 SOLICITATION PROVISIONS, INCORPORATED BY REFERENCE (FEB 1998)**

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. The offeror is cautioned that the listed provisions may include blocks that must be completed by the offeror and submitted with its quotation or offer. In lieu of submitting the full text of those provisions, the offeror may identify the provision by paragraph identifier and provide the appropriate information with its quotation or offer. Also, the full text of a solicitation provision may be accessed electronically at this/these address(es):

N/A

I. FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1) CLAUSES

NUMBER	TITLE	DATE
52.217-5	Evaluation of Options	(JUL 1990)

M.2 EVALUATION FACTORS FOR AWARD

Award will be made to that offeror whose proposal, containing the combination of technical and price, offers the best overall value to the Government. The Government is more concerned with obtaining superior technical features than with making an award at the lowest overall cost to the Government. However, the Government will not make an award at a significantly higher overall cost to the Government to achieve slightly superior technical features.

(1) Technical Factors for Award

The technical selection process will be based on evaluation of the information provided by the offeror in the Technical Proposal (including the separate "Environmental Preferability Submission" and supporting materials) as delineated in Section L of the Solicitation. The technical criteria used in the evaluation will be as follows (in descending order of importance):

- a) Completeness and thoroughness of all levels of the plan of operation to include:

M.2 EVALUATION FACTORS FOR AWARD. (CONTINUED)

- 1) The Ability to provide and maintain a qualified staff
- 2) To submit accurate reports and Work Schedules
- 3) To provide accurate Organizational Methods and Techniques
- 4) To incorporate a Phase-In Plan
- 5) To submit a Subcontracting Plan

(b) Completeness and thoroughness of the offeror's submittal addressing environmentally preferable/recycled content products and strategies for execution of a successful waste reduction and recycling program.

(c) Completeness and thoroughness of the Quality Assurance Plan.

- (1) Inspections
- (2) Corrective Response
- (3) Responses to Complaints

(d) Experience in the custodial industry maintaining facilities of similar size and scope, and with environmentally preferable management, demonstrated by:

- (1) Experience of the Firm/Corporate Reputation
- (2) Experience of Key Personnel
- (3) Past Performance of Firm/Key Personnel

(NOTE: Information relating to the experience of the firm/key personnel with environmentally preferable management shall be provided in the "Environmental Preferability Submission." See Section L.7(i).)

The four principal factors above are listed in descending order of importance, with the majority of the weight being placed upon factors "(a)" and "(b)." The subfactors under each of the four factors will be evaluated equally.

M.3 COST FACTORS IN EVALUATION

Price analysis is required in order for the Government to determine the accuracy and completeness of the prices proposed (i.e., how well, professionally and managerially, the offeror is able to judge the size and scope of the requirements defined in the statement of work, and what Government resources should be required to do business with the offeror). Accordingly, the price proposal will be evaluated to establish:

- (a) The realism of the proposed prices.
- (b) The total estimated cost to the Government.

14-01-99-R-01

Section M

M.4 AWARD WITHOUT NEGOTIATION

The Government reserves the right to award a contract on the basis on the initial offers received, without holding discussions with any offeror, or may exclude an offer if his proposal as submitted is not within the competitive range, or the Technical competitive range. Therefore, all offerors should submit fully responsive proposals setting forth their most advantageous terms and offer to the Government.

M.5 METHOD OF CALCULATING PRICE FOR EVALUATION PURPOSES

The prices offered in Section B will be evaluated by adding the prices for BASIC CUSTODIAL SERVICE REQUIREMENTS (both Required and Optional) to the prices proposed for ADDITIONAL SERVICES (multiplied by an estimated number of hours) and to the proposed AWARD FEE. This will be done for both the initial and the four option years in order to produce an annual cost per year. All years will then be totaled for a TOTAL PRICE, and then divided by five for an AVERAGE ANNUAL COST (AAC). The AAC will be used for comparison to the Government estimate, and with other offers. **[Does this create a disincentive to be creative in Award Fee structuring?]**

ENVIRONMENTAL PANEL EVALUATION FORM: MIB/SIB Custodial Contract

Section M - **Criteria (b) - 30% Weight**

OFFEROR: _____ EVALUATOR: _____

Mandatory characteristics are in bold, desirable characteristics are in plain text

Characteristic:	Points Possible	Points Assigned	Comments
All five of the Chemical Cleaning Products:			
Do not contain Chesapeake Bay Toxics of Concern or EPA's 33/50 Pollutants	NA		
Not contained in pressurized, sealed aerosol spray cans	NA		
Does not contain known or probable carcinogens	NA		
A hazardous waste when offered for disposal	NA		
Minimizes irritation to skin, eye, and respiratory system	6		
Biodegradable	7		
Minimizes use of dyes and fragrances	8		
Recycled content packaging/minimizes non-recyclable waste	5		
Additional preferability characteristics	7		
Bathroom tissue: 100% RCP and 20% PCC	NA		
Toilet tissue: 100% RCP and 40% PCC	NA		
Paper towel: 100% RCP and 50% PCC	NA		
Industrial Wiper: 100% RCP and 40% PCC	NA		

ENVIRONMENTAL PANEL EVALUATION FORM: MIB/SIB Custodial Contract

Section M - **Criteria (b)** - **30% Weight**

OFFEROR: _____ EVALUATOR: _____

Mandatory characteristics are in bold, desirable characteristics are in plain text

Characteristic:	Points Possible	Points Assigned	Comments
Plastic trash bag: 25% PCC	NA		
Paper not deinked with chlorine	9		
Paper not bleached with chlorine	9		
Additional RC products or higher recycled content	15		
Procedures for monitoring waste/recycling volume	7		
Procedures for monitoring rates of participation in recycling program	7		
Procedures for promoting building occupant participation/avoid contamination	7		

ENVIRONMENTAL PANEL EVALUATION FORM: MIB/SIB Custodial Contract

Section M - **Criteria (b)** - **30% Weight**

OFFEROR: _____ EVALUATOR: _____

Mandatory characteristics are in bold, desirable characteristics are in plain text

Characteristic:	Points Possible	Points Assigned	Comments
Measures to ensure contractor observance of the recycling program	7		
Procedures for recovery and recycling of identified items	6		
	100		

ENVIRONMENTAL PANEL EVALUATION FORM: MIB/SIB Custodial Contract

Section M - Criteria (d) - (1/3 of the Points given 15% Weight)

OFFEROR: _____ EVALUATOR: _____

At least 2 contracts in which where env. pref. products were used successfully;	8		
At least 2 past contracts in which recycled-content products were used successfully	8		
At least two past contracts which inc. recycling, (inc. our 10 items)	8		
Offeror's firm has developed a reputation for env. pref. thru participation in industry organizations on this topic	10		
Stewardship Coord. has exp. with env. pref. cleaning product in two past contracts;	12		
Stewardship Coord. has exp./training in custd. health and safety programs	11		
Stewardship Coord. has superv. exp. that includes development and implementation of operating plans	10		
Past Performance	33		
	100		

Section L7 - **Environmental Preferability Submission**
Part C and D: Chemical Cleaning Products
- Mandatory and Desirable Characteristics

* Offerors must identify the brand name and manufacturer in the first column below for each offered recycled content product, attach supporting documentation, and submit a sample of the product for efficacy testing upon request

	MANDATORY				DESIRABLE				
Product Category	Does not contain Chesapeake Bay Toxics of Concern or 33/50 Target Pollutants	Not in a sealed aerosol spray can	Does not contain known or probable carcinogen	Is not a hazardous waste when disposed of	Minimizes Skin, Eye, and Lung Irritation	Biodegrad-able (verified by testing?)	Fragrance and Dye Additives	Recyclable Content Packaging/ Minimizes Non-recycl Waste	Other
All-Purpose Cleaner	(If yes, identify which chemical)	(yes/no)	(If yes, which chemical)	(yes/no)			(yes/no; yes/no)		
General Degreaser									
General Disinfectant									
Floor Stripper									

Section L7 - **Environmental Preferability Submission**
Part C and D: Chemical Cleaning Products
- Mandatory and Desirable Characteristics

* Offerors must identify the brand name and manufacturer in the first column below for each offered recycled content product, attach supporting documentation, and submit a sample of the product for efficacy testing upon request

	MANDATORY				DESIRABLE				
Product Category	Does not contain Chesapeake Bay Toxics of Concern or 33/50 Target Pollutants	Not in a sealed aerosol spray can	Does not contain known or probable carcinogen	Is not a hazardous waste when disposed of	Minimizes Skin, Eye, and Lung Irritation	Biodegrad-able (verified by testing?)	Fragrance and Dye Additives	Recyclable Content Packaging/ Minimizes Non-recycl Waste	Other
Bathroom Cleaner									
Chrome/Brass Cleaner/Polish									
Glass Cleaner									
Furniture Polish									

Section L7 - **Environmental Preferability Submission**
Part C and D: Chemical Cleaning Products
- Mandatory and Desirable Characteristics

* Offerors must identify the brand name and manufacturer in the first column below for each offered recycled content product, attach supporting documentation, and submit a sample of the product for efficacy testing upon request

	MANDATORY				DESIRABLE				
Product Category	Does not contain Chesapeake Bay Toxics of Concern or 33/50 Target Pollutants	Not in a sealed aerosol spray can	Does not contain known or probable carcinogen	Is not a hazardous waste when disposed of	Minimizes Skin, Eye, and Lung Irritation	Biodegrad-able (verified by testing?)	Fragrance and Dye Additives	Recyclable Content Packaging/ Minimizes Non-recycl Waste	Other
Floor Stripper									
Floor Finish									
Carpet Cleaner									
Solvent spotter									

OFFEROR COMPANY NAME _____

ATTACHMENT A-3 (AMENDED)

Section L7 - **Environmental Preferability Submission**

Part C and D: Chemical Cleaning Products

- Mandatory and Desirable Characteristics

* Offerors must identify the brand name and manufacturer in the first column below for each offered recycled content product, attach supporting documentation, and submit a sample of the product for efficacy testing upon request

	MANDATORY				DESIRABLE				
Product Category	Does not contain Chesapeake Bay Toxics of Concern or 33/50 Target Pollutants	Not in a sealed aerosol spray can	Does not contain known or probable carcinogen	Is not a hazardous waste when disposed of	Minimizes Skin, Eye, and Lung Irritation	Biodegrad-able (verified by testing?)	Fragrance and Dye Additives	Recyclable Content Packaging/ Minimizes Non-recycl Waste	Other
Gum Remover									
Wood Floor Finish									
Bathroom Hand Soap									

Section L7 - **Environmental Preferability Submission**

Part C and D: Chemical Cleaning Products

- Mandatory and Desirable Characteristics

* Offerors must identify the brand name and manufacturer in the first column below for each offered recycled content product, attach supporting documentation, and submit a sample of the product for efficacy testing upon request

	MANDATORY				DESIRABLE				
Product Category	Does not contain Chesapeake Bay Toxics of Concern or 33/50 Target Pollutants	Not in a sealed aerosol spray can	Does not contain known or probable carcinogen	Is not a hazardous waste when disposed of	Minimizes Skin, Eye, and Lung Irritation	Biodegrad-able (verified by testing?)	Fragrance and Dye Additives	Recyclable Content Packaging/ Minimizes Non-recycl Waste	Other
Bathroom Disinfectant									
Bathroom Deodorizer									
Urinal Deodorizer									
Lime and Scale Remover									

OFFEROR COMPANY NAME _____

ATTACHMENT A-3 (AMENDED)

Section L7 - **Environmental Preferability Submission**

Part C and D: Chemical Cleaning Products

- Mandatory and Desirable Characteristics

* Offerors must identify the brand name and manufacturer in the first column below for each offered recycled content product, attach supporting documentation, and submit a sample of the product for efficacy testing upon request

OFFEROR COMPANY NAME _____

ATTACHMENT A-2 (AMENDED)

Section L7 - **Environmental Preferability Submission**

Part F and G: Recycled Content Products

- Mandatory and Desirable Characteristics

* Offerors must identify the brand name and manufacturer in the first column below for each offered recycled content product, attach supporting documentation, and submit a sample of the product for efficacy testing

Product Categories	Estimated Purchase Volume Over Contract Life	Recovered Material Content	Post-consumer Content	Deinking Agent	Bleaching Agent
Bathroom tissue		(mandatory min. = 100%)	(mandatory min. = 20%)		
Paper towels		(mandatory min. = 100%)	(mandatory min. = 50%)		
General purpose industrial wipers		(mandatory min. = 100%)	(mandatory min. = 40%)		

OFFEROR COMPANY NAME _____

Section L7 - **Environmental Preferability Submission**

Part F and G: Recycled Content Products

- Mandatory and Desirable Characteristics

* Offerors must identify the brand name and manufacturer in the first column below for each offered recycled content product, attach supporting documentation, and submit a sample of the product for efficacy testing

Product Categories	Estimated Purchase Volume Over Contract Life	Recovered Material Content	Post-consumer Content	Deinking Agent	Bleaching Agent
Toilet Seat Covers		(mandatory min. = 100%)	(mandatory min. = 50%)		
Plastic trash bags			(mandatory min. = 25%)	NA	NA
Other recycled content products may be offered below. Identify product category, brand and manufacturer					

OFFEROR COMPANY NAME _____

Section L7 - **Environmental Preferability Submission**

Part F and G: Recycled Content Products

- Mandatory and Desirable Characteristics

* Offerors must identify the brand name and manufacturer in the first column below for each offered recycled content product, attach supporting documentation, and submit a sample of the product for efficacy testing

Product Categories	Estimated Purchase Volume Over Contract Life	Recovered Material Content	Post-consumer Content	Deinking Agent	Bleaching Agent